

Meeting Date:

1-29-13

## AGENDA REPORT

City of Santa Clara, California

Agenda Item #

7A.14



Date:

January 17, 2013

To:

Acting City Manager for Council Action

From:

Director of Parks and Recreation

Subject:

Senior Needs Assessment Final Report

### EXECUTIVE SUMMARY:

In June 2009, Council adopted the goal of conducting a "senior needs assessment through collaboration with the Senior Advisory Commission and non-profit agencies." In collaboration with the Senior Advisory Commission and local non-profit and senior-serving public agencies, the Parks & Recreation Department developed a 40 question survey tool. The survey studied eight areas of need: Health & Nutrition; Social Engagement; Finances; Support/Activities; Safety; Housing; Communication; and, Transportation & Access. In 2010, the survey was widely promoted through the City's Website, channel 15, flyers, emails, e-Notify and Tweets. Over two dozen locations were visited by volunteers and staff to solicit senior participation including: senior residential facilities, City libraries, fraternal and service organizations, farmer's market, citywide special events, and the Santa Clara Senior Center.

In 2011, data from 2,087 unduplicated responses were analyzed with assistance from the Department of Psychology at Santa Clara University. While not a "scientific random sample survey," the assessment provides statistically valid results from which reasonable conclusions can be drawn. Santa Clara seniors consist of three distinct age subgroups: the "Young-Old" 50-64 years of age (15.5%, or 18,052 people); the "Middle-Old" 64-79 years of age (6.9%, or 8,036 people); and, the "Oldest-Old" 80+ years of age (3.1%, or 3,610 people). The Young Old are the largest growing subgroup within the older adult population and have different characteristics from the others. The Young-Old are more likely to work, be financially secure, be better educated, less likely to need assistance with daily living, and less likely to have a chronic health condition. The reverse is true for the Oldest-Old. The survey results are being used by staff to better understand the distinct needs of these three senior sub-groups and to modify programs where appropriate to better serve each sub group. The work with the senior serving community agencies has also been beneficial for ongoing communication, planning and coordination of services.

From April through October 2012, the Senior Advisory Commission reviewed the Senior Needs Assessment results and recommended that Council accept the report findings and further consider the Commission's recommendations in future policy and program decisions that affect seniors. A copy of the final report is in the Council Offices for review. Staff recommends that Council note and file the report.

### ADVANTAGES AND DISADVANTAGES OF ISSUE:

The Senior Needs Assessment Report provides statistical data and information to help understand the needs of Santa Clara seniors in the eight areas of study: Health & Nutrition; Social Engagement; Finances; Support/Activities; Safety; Housing; Communication; and, Transportation & Access. The three distinct age subgroups the "Young-Old" 50-64 years of age; the "Middle-Old" 64-79 years of age; and, the "Oldest-Old" further provide insights into there different needs. While the size and scope of the study was limited due to funding constraints, the research can potentially inform future program and policy considerations.

Interim City Manager for Council Action  
Subject: Senior Needs Assessment Final Report  
January 22, 2013  
Page 2

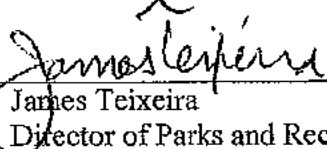
**ECONOMIC/FISCAL IMPACT:**

There is no economic or fiscal impact in accepting the survey report. Understanding the distinct needs of the three senior sub-groups and modifying City programs, where appropriate to better serve each sub group, can be accomplished within the current budget. The collaborative work with other senior serving community agencies to better plan and coordinate services also has no additional cost. Any additional or new programs developed to meet needs identified in the survey would have additional operating costs and need to be brought forward and evaluated in the context of the annual budget process.


Further analysis of the survey results would incur costs for research personnel and data sampling.

**RECOMMENDATION:**

That the Council note and file the Senior Needs Assessment final report.

  
James Teixeira  
Director of Parks and Recreation

APPROVED:

  
Alan Kurotori  
Acting City Manager

***Documents Related to this Report:***

1) ***Senior Needs Assessment Final Report***

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# **SENIOR NEEDS ASSESSMENT**

City of Santa Clara

October 2012

Parks and Recreation Department

in cooperation with

Senior Advisory Commission

and

Collaborating Agencies

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## ACKNOWLEDGEMENTS

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## PART ONE: EXECUTIVE SUMMARY

In June 2009, the Santa Clara City Council adopted a goal of assessing the needs of Santa Clara seniors in collaboration with the Senior Advisory Commission and non-profit agencies. In 2010, a survey tool was developed by the City Parks & Recreation Department in collaboration with senior service agencies. The 40 survey questions covered eight key topics or areas in the lives of seniors: Health and Nutrition; Social Engagement; Finances; Support/Activities; Safety; Housing; Communication; and, Transportation and Access. There were 2,087 surveys returned and reviewed. Data from 1,987 unduplicated respondents was able to be tabulated and included in the results. Santa Clara seniors consist of three distinct age subgroups, in academic terminology: the "Young-Old;" the "Middle-Old;" and, the "Oldest-Old." According to the 2010 U.S. Census, 25.5% of Santa Clara's 116,468 residents are over the age of 50, or about 30,000 people. The Young-Old seniors constitute 15.5% of Santa Clara's population, or 18,052 people. The Middle-Old seniors make up 6.9% of Santa Clara's population, or 8,036 people. The Oldest-Old seniors comprise 3.1% of Santa Clara's population, or 3,610 people. The 2010 City of Santa Clara Senior Needs Assessment provides a comprehensive look at how seniors see themselves and how well their needs are met at a particular point in time. The survey results indicate that each group of seniors is diverse and has unique needs, not easily categorized by a single description. This report summarizes the survey results and may assist the City in future decision making and opportunities to improve the lives of Santa Clara residents. Further research can provide additional clarity to the findings of this survey.

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## PART TWO: INTRODUCTION

### 2.1 Goal

In June 2009, the Santa Clara City Council adopted the goal of conducting a “senior needs assessment through collaboration with the Senior Advisory Commission and non-profit agencies” in keeping with the City’s value of being service-oriented and communicative. The survey would provide the Council with information about the needs of Santa Clara seniors, age 50 and older. The Parks and Recreation Department began working on the project in September 2009<sup>1</sup>, completed the survey in 2010, and analyzed the survey data in 2011. The survey was completed “in-house” with existing staff and volunteers to minimize project cost.

### 2.2 Methodology

City staff met and consulted with a volunteer “working group”<sup>2</sup> of professionals invited from local agencies that serve Santa Clara seniors to assist in the development of an assessment tool. The working group members<sup>3</sup> met several times<sup>4</sup> to review comparable survey tools and various methodologies, as well as the last senior survey conducted by the City of Santa Clara in 1999<sup>5</sup>.

While many areas could have been studied, the working collaborative developed eight topical areas of focus for the 2010 survey<sup>6</sup>:

#### 1. Health and Nutrition

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<sup>1</sup> See Appendix E for a timeline of the survey project.

<sup>2</sup> See Appendix A for a list of participating agencies.

<sup>3</sup> See Appendix B for a roster of the “working collaborative” members.

<sup>4</sup> Five meetings were held with the members of the collaborative agency working group members to develop the survey tool: November 24, 2009; December 15, 2009; January 26, 2010; February 23, 2010; and, April 20, 2010. The survey was distributed and the working group was convened to share the results of the survey in early 2012.

<sup>5</sup> See Appendix F for a copy of the 1999 Santa Clara Senior Survey and results.

<sup>6</sup> See Appendix D for a blank copy of the 2010 Santa Clara Senior Needs Assessment survey tool.

2. Social
3. Finances
4. Support/Activities
5. Safety
6. Housing
7. Communication
8. Transportation and Access

The collaborative members were invited to develop and submit sample questions in the areas of focus that were either of specific interest to their agency or applicable to seniors in general. This collaborative approach enabled both a diversity of personal and professional perspectives to be included and an ability to later correlate the answers from the City survey to other outside agency's information. Questions were reviewed by the collaborative and survey questions of interest to more than one agency were ranked higher in value for inclusion. Consideration was also given to the length, design and format of the survey.

Prior to distributing the survey to the public, it was reviewed by the Parks and Recreation Department, the Senior Advisory Commission, collaborative working group members, the City Manager's Office and two focus groups comprised of Senior Center participants. To encourage a higher return rate, return postage was paid by the City of Santa Clara.

### **2.3 Scope of Survey**

A 40-question survey was mailed to every business and residence by the City of Santa Clara Parks and Recreation Department. A total of 50,000 surveys were mailed as an insert in the June 2010 issue of *Inside Santa Clara*. An electronic version of the survey was available on the City's website. Efforts to promote broad participation in the survey included: advertisements on cable television channel 15, promotional flyers at Parks and Recreation Department

facilities, postings on the City's website, emails sent to participants in Parks and Recreation department programs, as well as the City's e-Notify and Twitter.

More than two dozen sites in the City of Santa Clara were visited by volunteers and staff to solicit participation in the survey, including: senior residential facilities, City libraries, fraternal and service organizations, farmer's market at the Kaiser Permanente Medical Center- Santa Clara campus, the City of Santa Clara July 4<sup>th</sup> All City Picnic, and the Santa Clara Senior Center.

The deadline for respondents to return the survey was July 9, 2010. Upon receipt, surveys were divided into three groups: those returned in U.S. mail by the deadline (1,588), those completed online by the deadline (356), and those returned in U.S. mail after the deadline (143). A total of 2,087 surveys were returned and reviewed. Of those returned, 1,989 unduplicated respondents were able to be tabulated and included in the results. The rate of return for the Senior Needs Assessment was four percent; the typical rate of return for survey research is between one and two percent. While the assessment was not a "scientific random sample survey," the assessment does provide statistically valid results from which reasonable conclusions can be drawn.

Upon return, the survey data was entered into a Microsoft Excel spreadsheet by volunteers from the Santa Clara Senior Center, Heart of the Valley, Santa Clara University, Santa Clara High School, and Wilcox High School. Data collected from surveys completed online were incorporated into the spreadsheet by the City's Web Manager. The data was analyzed by Patti Simone, Ph.D., Associate Professor in the Department of Psychology at Santa Clara University and Lindsey Sanchez, Graduate Assistant. A full analysis of the data and correlations exceeded the scope of the project and the limited resources available for conducting the senior needs assessment.

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## PART THREE: FINDINGS

### 3.1 Survey Demographics

According to the 2010 U.S. Census, the City of Santa Clara has 116,468 residents.<sup>7</sup> Of these, 25.5% are over the age of 50. In order to understand the characteristics and potential needs within this large age range, researchers and academicians divide this group into three subgroups:

- the Young Old (50-64);
- the Middle-Old (64-79); and,
- the Oldest-Old (80+).

Within the City of Santa Clara, the Young Old constitute 15.5% of the over 50 population or 18,052 people. The Middle-Old make up 6.9% of Santa Clara's population or 8,036 people. The Oldest-Old comprise 3.1% of Santa Clara's population or 3,610 people. The Senior Needs Assessment data mirrors the population data for the United States which shows that the Young Old are the largest growing subgroup within the older adult population and have different characteristics from the others. As the survey data illustrates, the Young-Old have different needs than seniors in the two older subgroups. The Young-Old are more likely to work, be financially secure, be better educated, less likely to need assistance with daily living, and less likely to have a chronic health condition. The reverse is true for the Oldest-Old. The tables and graphs on the following pages provide a visual representation of the survey questions and results,<sup>8</sup> beginning with a demographic overview of the survey respondents, followed by the eight areas of

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<sup>7</sup> The State Department of Finance (DOF) has released its annual resident population numbers for California counties and cities, which included a revision to the 2010 data. The original figure for 2010 provided by the state to the City in May of 2010 was a population of 118,830. This number has now been corrected and should be recorded as 116,308. As of January 1, 2011, the City of Santa Clara's population was estimated to be 118,169, which reflects a 1.6% increase from the January 1, 2010 state-revised population of 116,308. Santa Clara's population increase was the largest in the County.

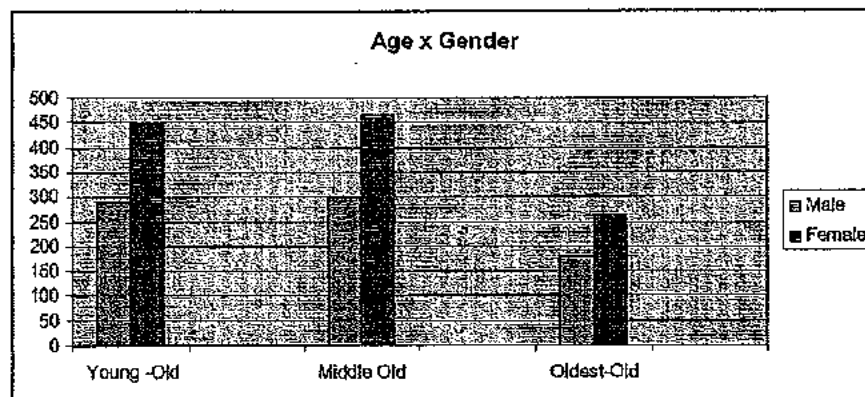
<sup>8</sup> The survey data tables are provided in the Senior Needs Assessment Report 2010, Part Five.

focus for the Senior Needs Assessment: Health and Nutrition; Social; Finances; Support/Activities; Safety; Housing; Communication; Transportation and Access. The report provides a summary of the data. Additional data analysis may help develop correlations and greater clarity on the topic areas surveyed.

It is important to note that the total number of responses for each question varies and may be more or less than the number of surveys returned and analyzed; this is due to not all respondents answering every question, or portion of a question; some questions had opportunities for multiple answers, such as "choose all that apply;" and, some of the tables and graphs provide depictions of the correlations among two or more questions. For consistency, charts use a similar color for each of the senior sub-groups. Miscoded answers and blanks are not included in the final results.

**Age.**<sup>9</sup> The age range of survey respondents is from 50 to 104 years of age. The average age is 72. Santa Clara seniors from all three age subgroups are well represented in the survey responses: 37% of the responses were from the Young-Old (50-64 years of age); 40% the Middle-Old (64-79 years); and, 23% the Oldest-Old (80+ years).

**Gender.**<sup>10</sup> Sixty percent of respondents are female; forty percent are male. The survey has a balanced distribution of responses for each gender and age group.



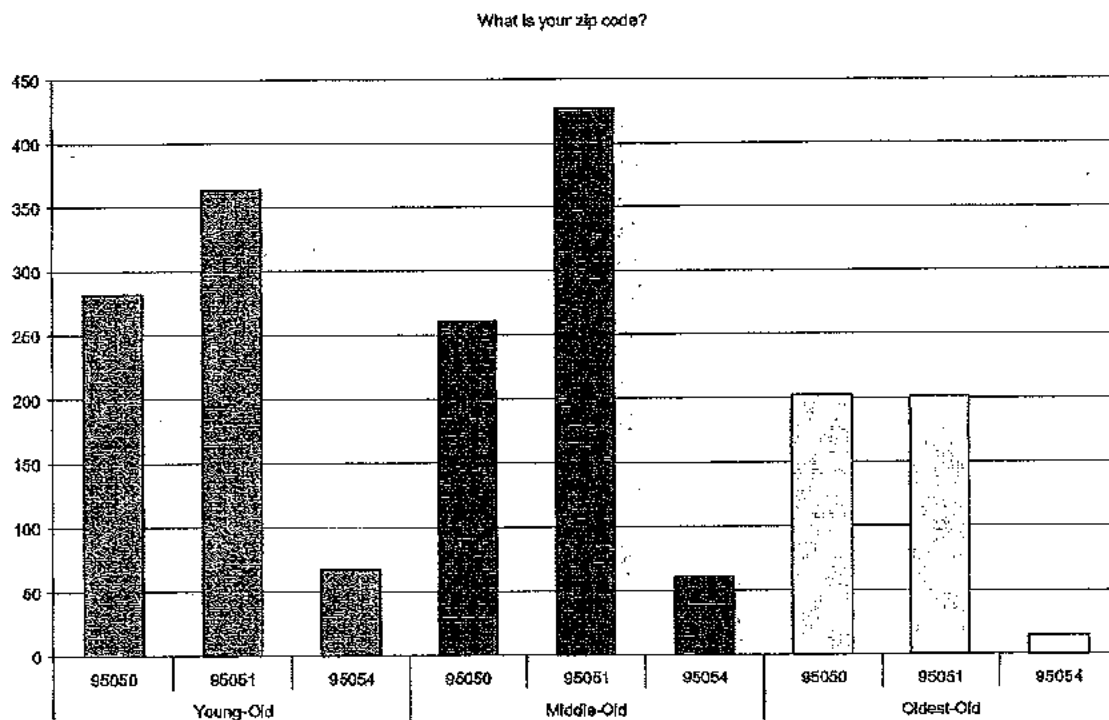
<sup>9</sup> Survey Question #28—"What is your age?" Of the 1,989 tabulated responses: 743 (37%) were 50-64 years of age; 785 (40%) 64-79 years; 461 (23%) 80+ years.

<sup>10</sup> Survey Question #31—"What is your gender?" 1,995 tabulated responses to this question. Male 791 (40%); 1204 (60%)



**Sexual orientation.**<sup>11</sup> Ninety-six percent of respondents reported being heterosexual, while 4% reported being homosexual or bisexual.

**ZIP Code.**<sup>12</sup> Respondents living in each Santa Clara ZIP Code were represented as follows: 53% live in 95051, 40% live in 95050, and 7% live in 95054. The graph also indicates the number of respondents in each age from each ZIP code. Over 50 respondents in each age group were surveyed in each ZIP code except for the Oldest-Old in 95054.



<sup>11</sup> Survey Question #32—"What is your sexual orientation?"

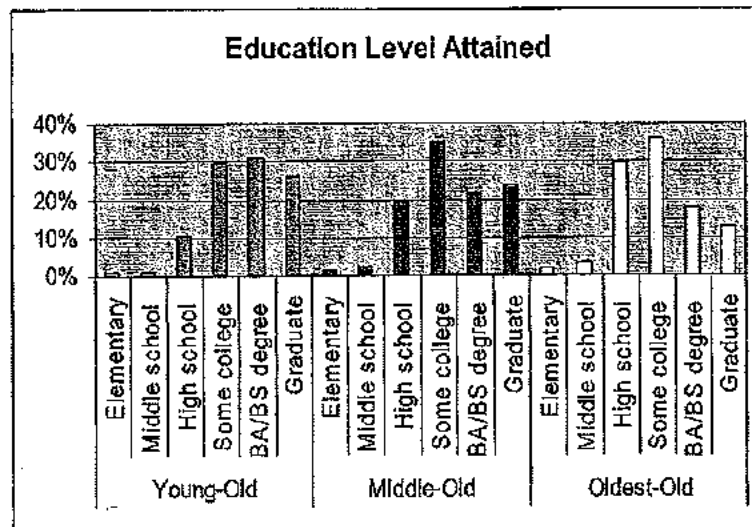
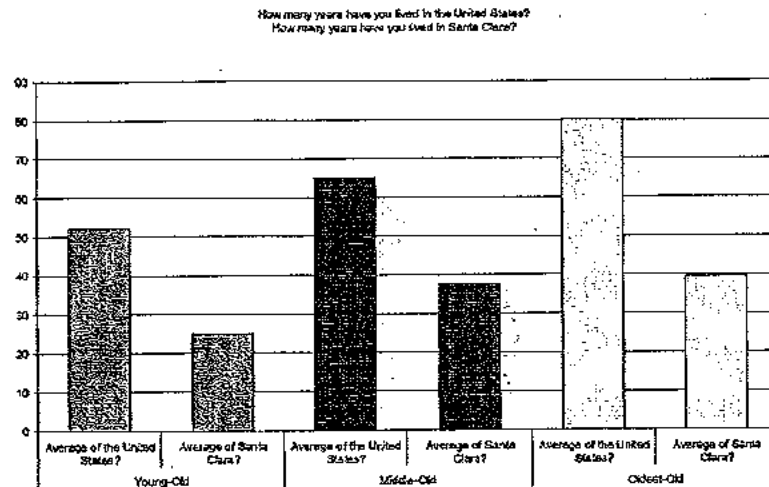
<sup>12</sup> Survey Question #30—"What is your ZIP Code?"

**Residency.**<sup>13</sup> The survey indicates that 82 % of Santa Clara seniors have lived in the United States for more than 50 years, 13 % from 26-50 years, and only 5%, 25 years or less. <sup>14</sup>

The survey also indicates that 38% (689) of seniors have lived in Santa Clara for 1-25 years, 45% (833) for 26-50 years, and 17% (306) for more than 50 years. Most Santa Clara seniors

(62%) have lived in the City for at least 26 years.

**Education.**<sup>15</sup> Overall, 22% of Santa Clara seniors have completed some graduate school or an advanced degree, 24% have a bachelors degree, 33% have some college, 18% have a high school education level, and 3% have completed less than a high school education. There is some variance among age groups as shown at right.



<sup>13</sup> Survey Question #29a—"How many years have you lived in the United States?"

<sup>14</sup> Survey Question #29b—"How long have you lived in Santa Clara?"

<sup>15</sup> Survey Question #40—"What is the highest level of education you have completed?"

**Language Preference.**<sup>16</sup> 96% of seniors prefer to receive information in English. Other languages<sup>17</sup> were also indicated. However, the survey was distributed and available only in English.

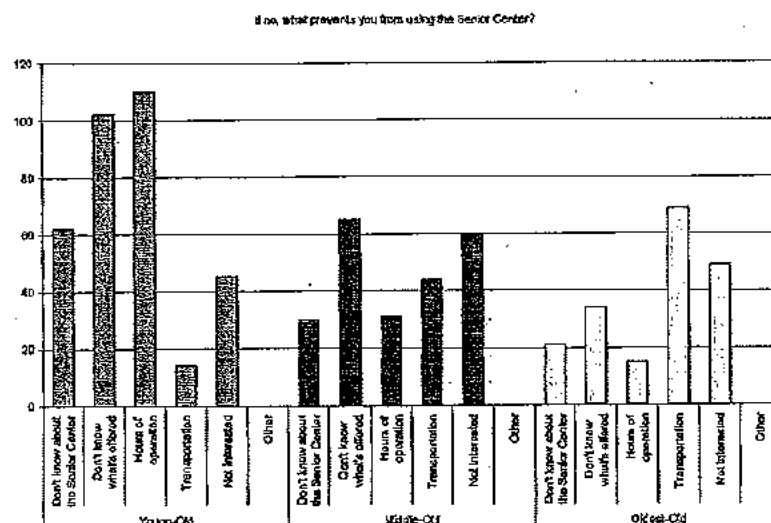
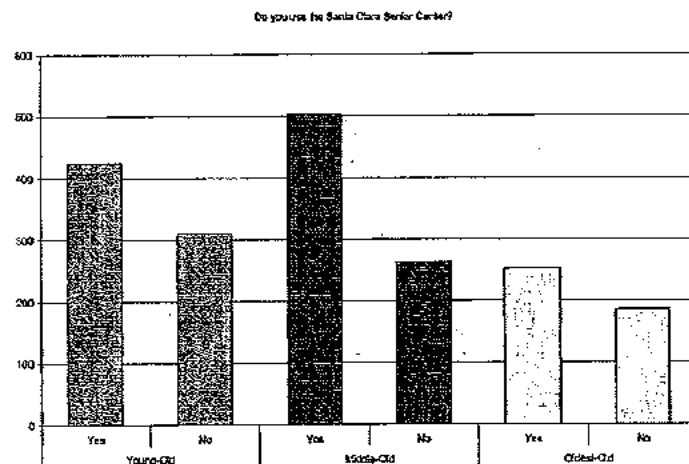
**Senior Center Use.**<sup>18</sup> 61% of Santa Clara seniors report using the Senior Center. Across the age groups, 58% of the Young-Old; 66% of the Middle-Old; and, 58% of the Oldest-Old use the Senior Center.

**Why seniors don't use the Senior Center.**<sup>19</sup> The most frequent explanations

given for why seniors do not use the Senior Center differ among age groups. 32% of the Young-Old cite the hours

of operation and 31% do not know what is offered. 29% of the Middle-Old report not knowing what is

offered and 26% not being interested in what the Center has to offer. 37% of the Oldest-Old report transportation difficulties as the



<sup>16</sup> Survey Question #39—"In which language do you prefer to receive information?"

<sup>17</sup> Other languages preferred by seniors to receive information were indicated as: Spanish (28), Chinese (27), Tagalog (14), Korean (10), Vietnamese (12), and Other (40).

<sup>18</sup> Survey Question #5—"Do you Use the Senior Center?"

<sup>19</sup> Survey Question #6—"If no, what prevents you from using the Senior Center? (Check all that apply.)"

primary reason they do not use the Center.

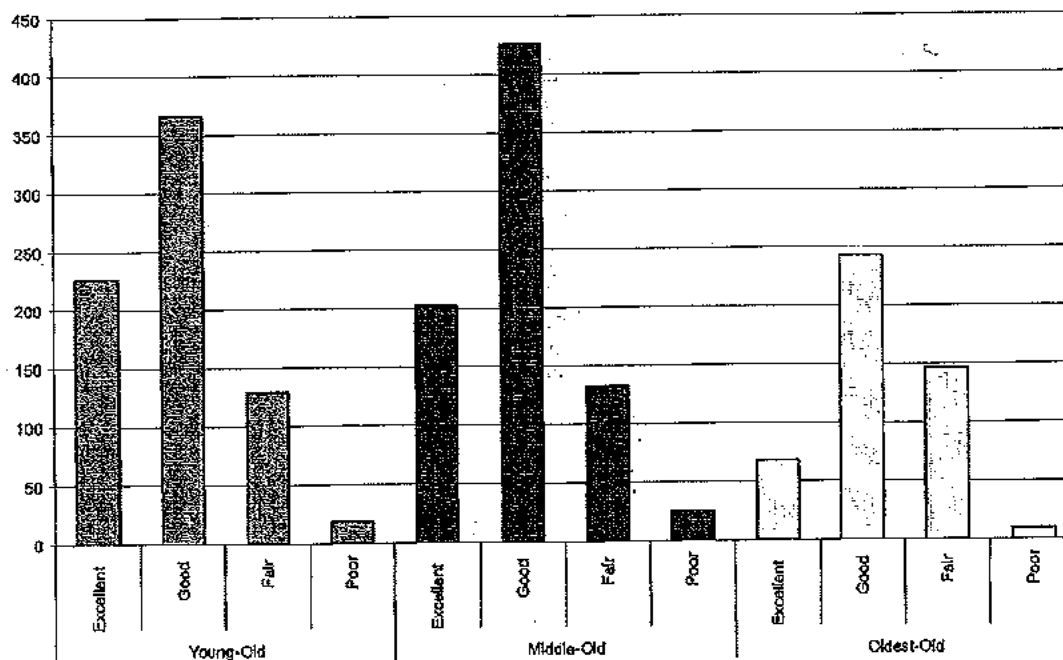
Over all, 18% of seniors are still working, too busy or do not find the hours of operation convenient. 5% report having a disability or physical limitation that limits Senior Center use. 5% perceive themselves as "too young" or "too old" to use the Senior Center.

### 3.2 Health and Nutrition

The needs assessment attempted to answer how seniors perceived their health and nutrition, areas critical for maintaining the quality of life for seniors.

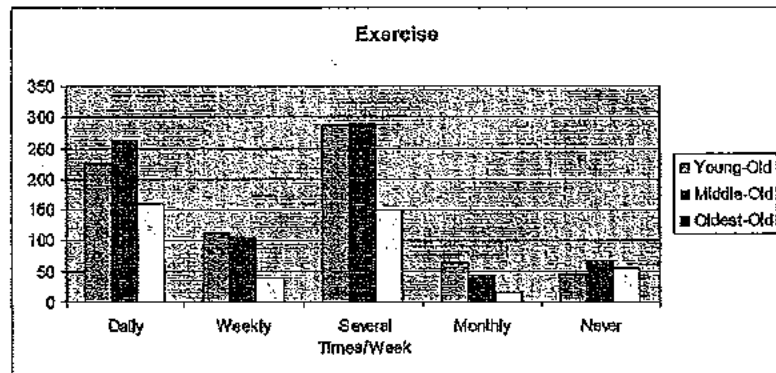
**Comparative Health.**<sup>20</sup> When asked to rate their health compared to other people their age, 52% of all Santa Clara seniors rate their health as "good," 25% percent as "excellent," 20% as "fair," and 3% rated their health as "poor." Of those reporting "fair" or "poor" health, not surprisingly, it is over 33% of the Oldest-Old, compared with only 19% of Young-Old and 20% of Oldest-Old.

Compared to other people your age, how would you rate your health?

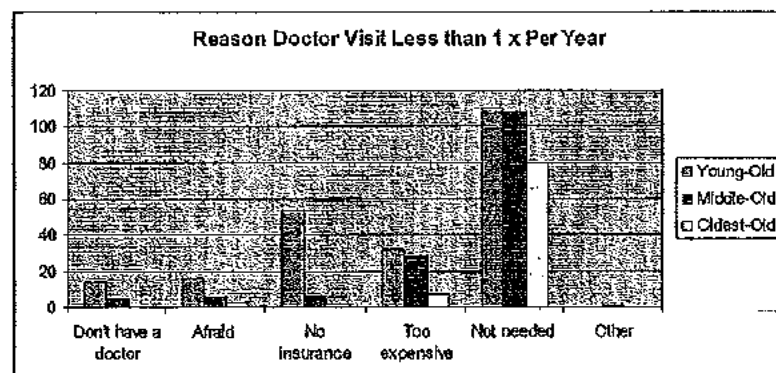
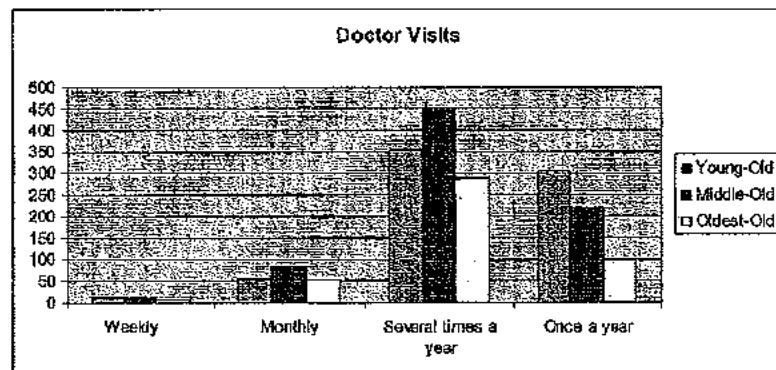


<sup>20</sup> Survey Question #12—"Compared to other people your age, how would you rate your health?"

**Exercise.**<sup>21</sup> Most seniors in every age group exercise. 85% of Santa Clara's seniors in each age group report exercising on average from several times per week, to weekly or daily. The percentage of seniors who never exercise increases with age, from 6% of the Young-Old, up to 13% of the Oldest-Old.



**Doctor Visits.**<sup>22</sup> Over all, most Santa Clara seniors (56%) report seeing a doctor several times a year: 48% of Young-Old, 59% of Middle-Old, and 65% Oldest-Old. It is next most common for seniors to see a physician yearly: about 42% of Young-Old, 29% of Middle-Old, and 22% of Oldest-Old. As many as 12% of Oldest-Old report seeing their physician monthly, compared with 11% of the Middle-Old, and 8% of the Young-Old. For those who report seeing a physician less than once



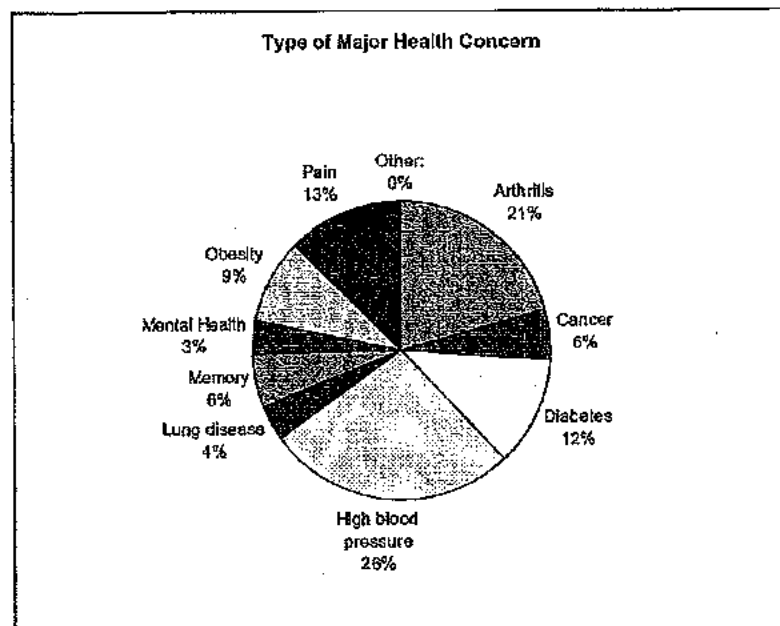
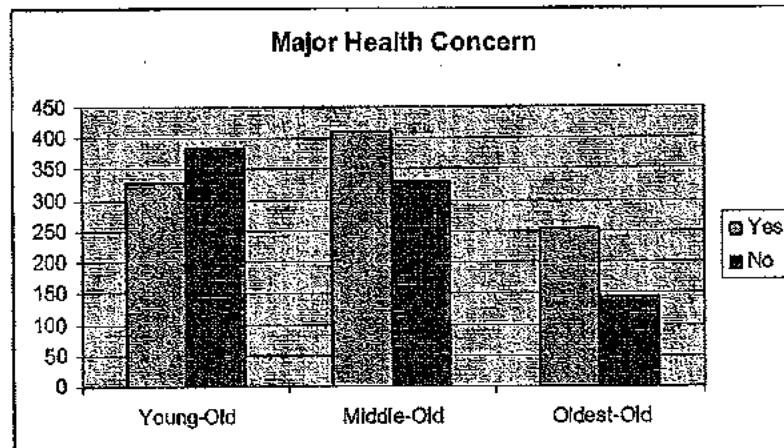
<sup>21</sup> Survey Question #8—"On average, how often do you (a) exercise?"

<sup>22</sup> Survey Question #13—"On average, how often do you see a doctor?"

per year,<sup>23</sup> across age groups, the most commonly reported reason (63%) is that it is “not needed.” However, for the Young-Old group, 54% report that a significant reason for going to a doctor less than once-a-year, is due to “no insurance.” Over 14% of the Young-Old and 18% of the Middle-Old report the reason for going to a doctor less than once a year, is that it is “too expensive.”

**Major health concerns.**<sup>24</sup> While 54% of seniors overall report having a major health concern, further

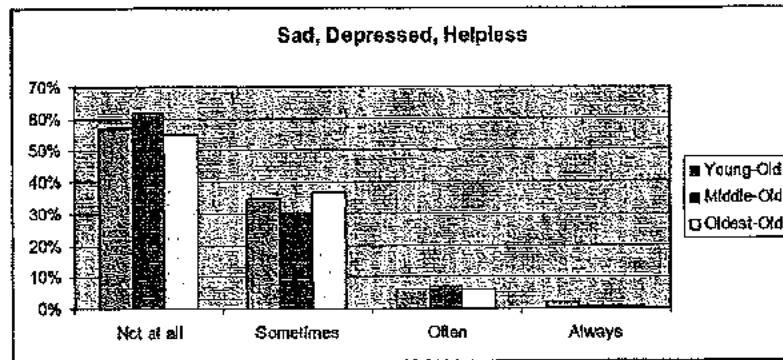
detail reveals that 46% of Young-Old report having a major health concern compared to 55% of the Middle-Old, and 64% of the Oldest-Old. The most commonly reported health concerns among all Santa Clara seniors are, in descending order: high blood pressure/heart disease (27%), arthritis (21%), pain (13%), and diabetes (12%).



<sup>23</sup> Survey Question #14—“If less than once a year, why haven’t you seen a doctor?”

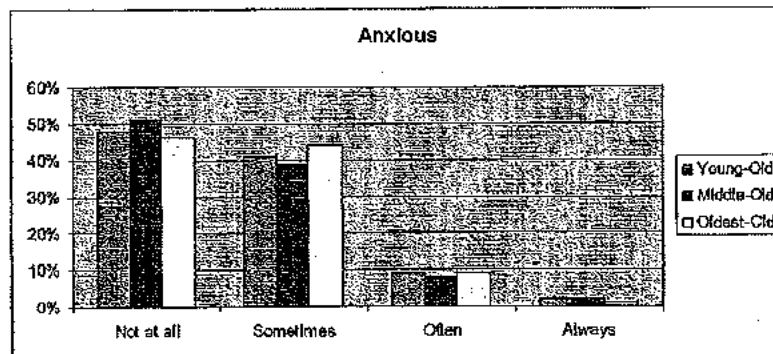
<sup>24</sup> Survey Question #15—“Do you have a major health concern?”

**Mental Health of Seniors.<sup>25</sup> Levels of Depression.** When asked about their mental health, 59% of all Santa Clara seniors report feeling “not at all” “sad, depressed, or helpless” while 62% of the Young-Old report “not at all.” However, 8% of all seniors responded “often” or “always” feeling “sad, depressed, or helpless.”



**Levels of Disinterest.<sup>26</sup>** The follow up mental health question confirmed that 62% of all seniors, and 64% of the Young-Old, 64% of the Middle-Old, and 55% of the Oldest-Old report “not at all” feeling disinterested in enjoyable activities. There is an increased disinterest with the Oldest-Old 36% feeling sometimes disinterested.

**Levels of Anxiety.<sup>27</sup>** About 49% of Santa Clara seniors, across age groups, report “not at all” when asked if they feel anxious. Somewhat less (41%) report “sometimes” when asked if they feel anxious. Very few of any age group responded “often” (9%) or “always” (2%).



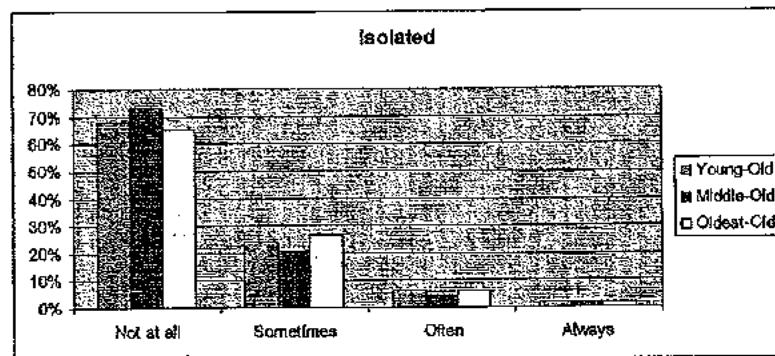
<sup>25</sup> Survey Question #17a—“Over the past two weeks, how often have you felt sad, depressed, or helpless?”

<sup>26</sup> Survey Question #17b—“Over the past two weeks, how often have you felt little interest or pleasure in normally enjoyable activities?”

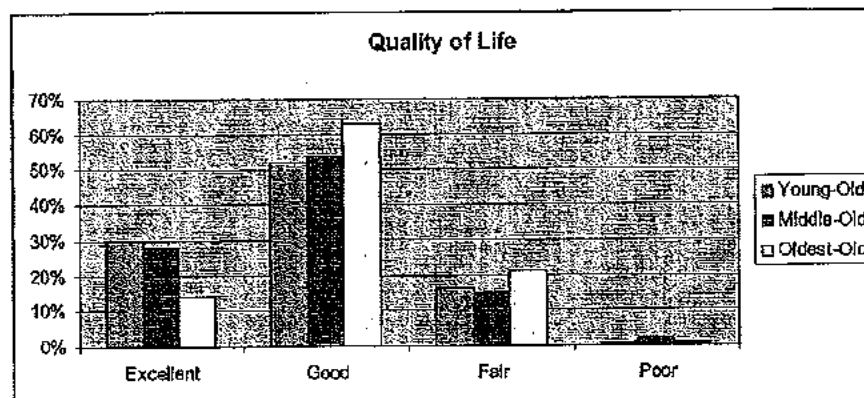
<sup>27</sup> Survey Question #17c—“In the past two weeks, how often have you felt anxious?”

**Level of Relaxation.**<sup>28</sup> The inverse question to “levels of anxiety” measured how relaxed seniors felt. The responses “sometimes” and “often” were reported most frequently, accounting for a combined 76% of all seniors across all three age groups. Including the “always” response results in over 85% of all seniors reported feeling relaxed. 15% of seniors were “not at all” relaxed.

**Level of Isolation.**<sup>29</sup> When asked about feeling isolated 69%, across age groups, reported “not at all,” with the least isolated being the Middle-Old at 73%. Across all age groups, about 23% of seniors reported feeling isolated “sometimes” (slightly higher for the Oldest-Old), and 6% “often” and 2% “always.”



**Quality of Life.**<sup>30</sup> Most seniors (82%) rate the quality of their life as “excellent” (26%) or “good” (56%). Conversely, about 2% of Santa Clara seniors report the quality of their life as poor and 17% as “fair.” While the Oldest-Old have the highest “good” rating (63%) it results from fewer ratings of “excellent”.



<sup>28</sup> Survey Question #17d—“In the past two weeks, how often have you felt relaxed?”

<sup>29</sup> Survey Question #17e—“Over the past two weeks, how often have you felt isolated?” See section 3.5 regarding support and 3.7 regarding housing and living situation.

<sup>30</sup> Survey Question #18—“Rate the quality of your life.”



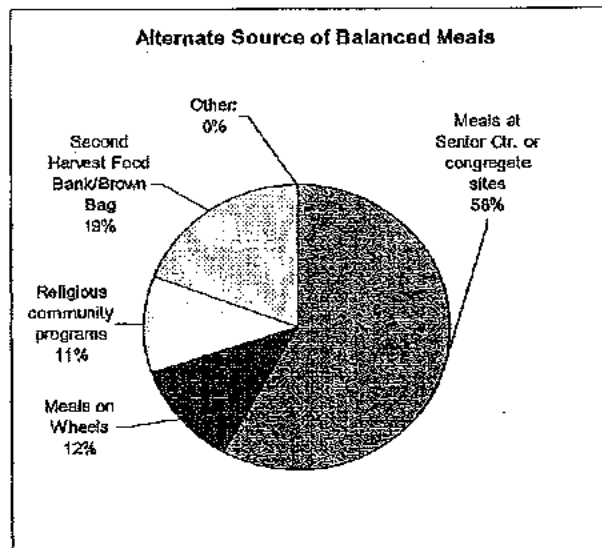
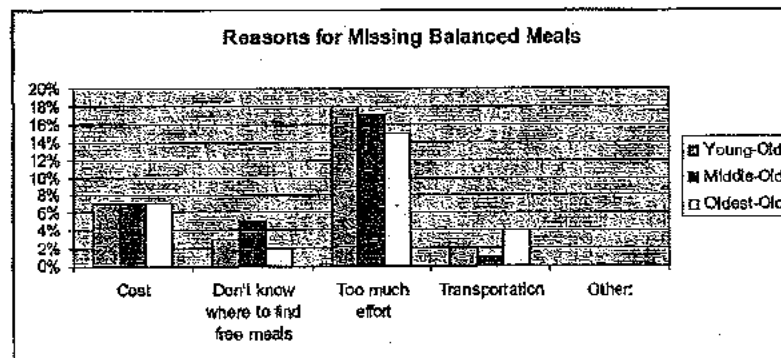
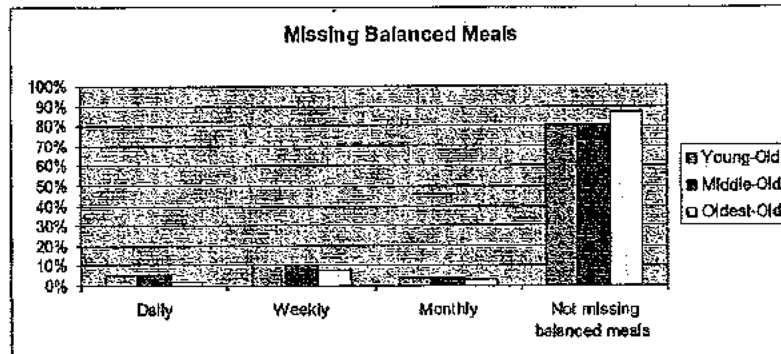
**Nutrition.**<sup>31</sup> 82% of all Santa Clara seniors do not miss balanced meals, with the Oldest-Old (87%) reporting least missed meals. Conversely, seniors who miss meals, report missing meals “weekly” (9%) more often than “monthly” (4%), or “daily” (5%). The

primary reasons reported by seniors who do report missing balanced meals, are “too much effort”

(17%) and “cost” (7%).

**Alternate Meals.**<sup>32</sup> For those seniors who do miss balanced meals, 58% report having eaten at a senior center or other

congregate meals site. The Young-Old are more likely to use a food bank than a congregate meal-site, whereas the Oldest-Old will second most frequently participate in Meals on Wheels. The majority (80%) of seniors however, report never having used an alternate meal source.



<sup>31</sup> Survey Question #19—“How often are you missing balanced meals?”

<sup>32</sup> Survey Question #20—“Have you used any of these meal services? Check all that apply.”

### 3.3 Social Needs

Over 30% of seniors attend activities, services, or meetings “weekly,”<sup>33</sup> while 18% several times per week, 24% attend outside activities

“monthly,” and 22% “never.” Santa Clara seniors, across age groups, are almost twice as likely to have contact with family and friends<sup>34</sup> on a “daily” basis (48%)

as they are on a “weekly” (23%) or “several times a week” (19%) basis. Contact does diminish slightly with older cohorts. However, only 2% of all seniors report

“never” having contact with friends.

**Classes.**<sup>35</sup> The most popular types of classes for seniors are: Fitness & Exercise (23%);

Crafts & Art (13%);

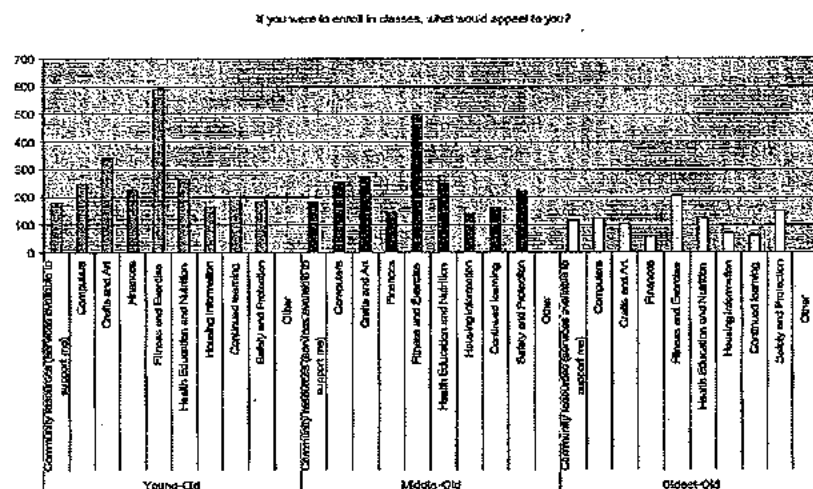
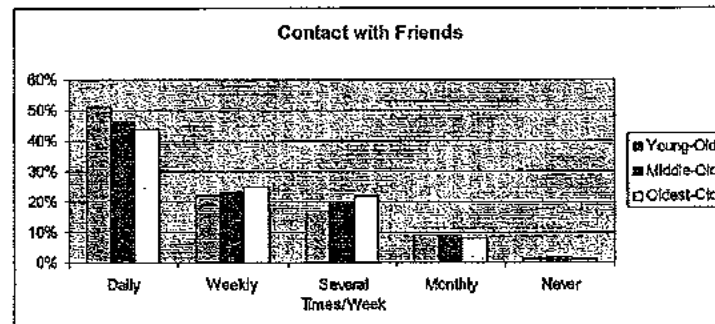
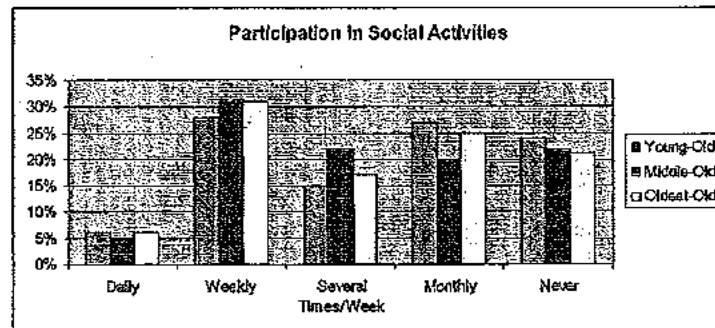
Health Education &

Nutrition (11%);

Computers (11%)

and, Safety &

Protection (10%).



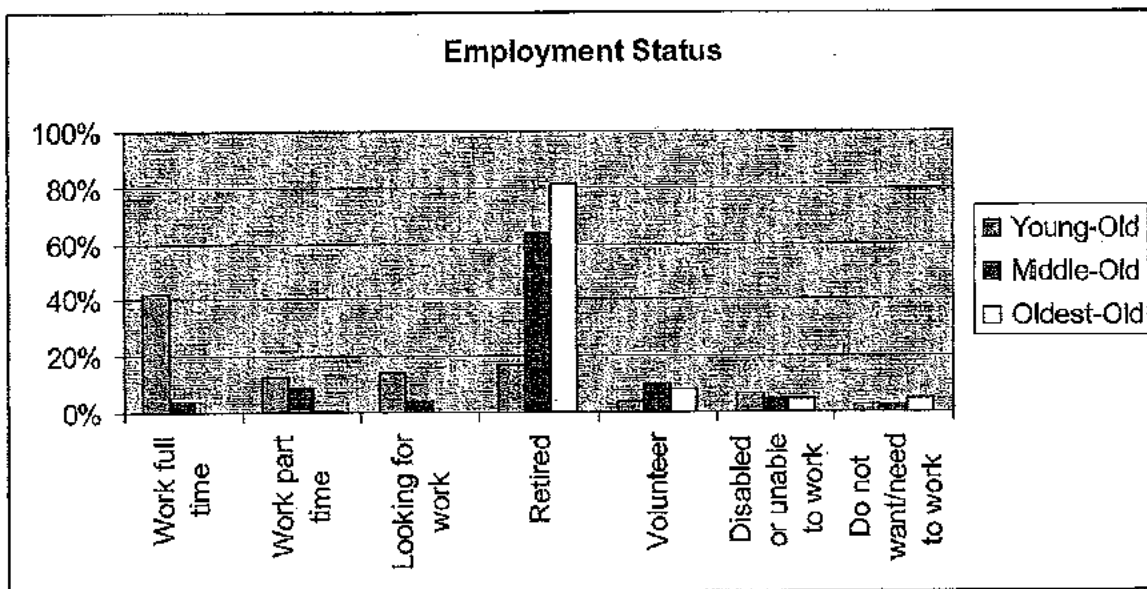
<sup>33</sup> Survey Question #8.b.—“On average, how often do you attend activities, services or meetings?”

<sup>34</sup> Survey Question 8.c.—“On average, how often do you have contact with family or friends?”

<sup>35</sup> Survey Question #7—“If you were to enroll in classes, what would appeal to you? (Check all that apply.)”

### 3.4 Senior Employment & Finances.<sup>36</sup>

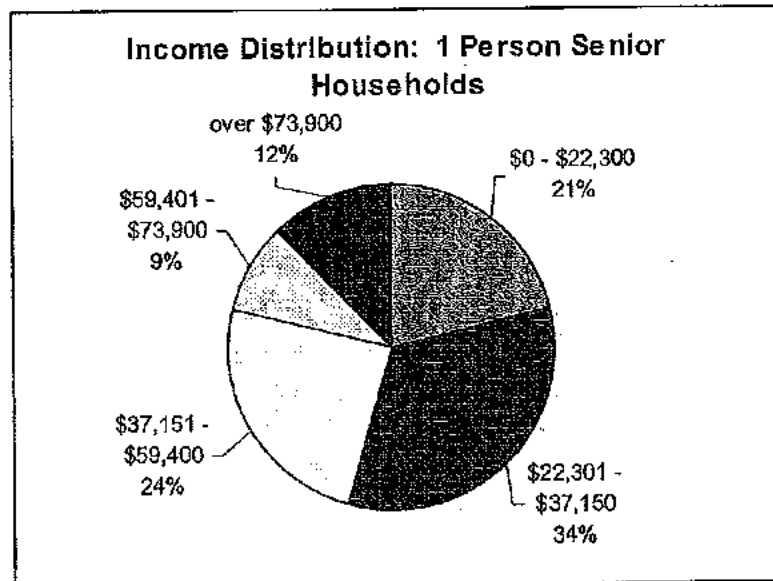
The number of seniors who work decreases with increased age from 55% of the Young-Old, 9% of the Middle-Old and less than 1% of the Oldest-Old, while the number of retired seniors increases with each age group, from 17% of Young-Old, to 64% Middle-Old, to 81% of the Oldest-Old. 42% of Young-Old work full-time compared to about 4% of Middle-Old, and less than 1% of the Oldest-Old. The Young-Old are more than twice as likely to be working full-time, working part-time (13%) or looking for work (14%), than they are to be retired (17%). Volunteer work peaks for seniors in the Middle-Old years at 10%.



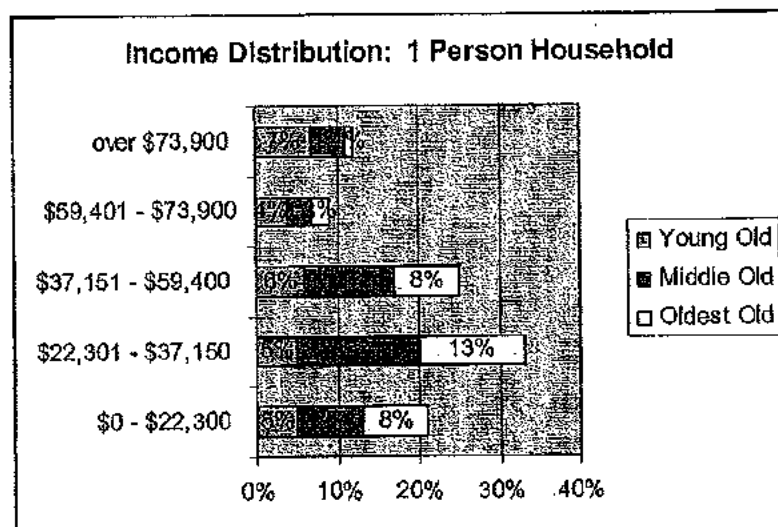
**Gross Annual Income.** The following section provides a pie chart view of seniors' gross annual income distribution by household size, followed by a table displaying income comparisons of households to others in their same income bracket, but different age cohort, and to different income brackets but same age cohort.

<sup>36</sup> Survey Question #38—"Describe your current employment status."

**One-Person senior households.<sup>37</sup>** The pie chart illustrates the percentage of senior one-person households whose annual income is in each income bracket. 21% of senior one-person households' annual income is less



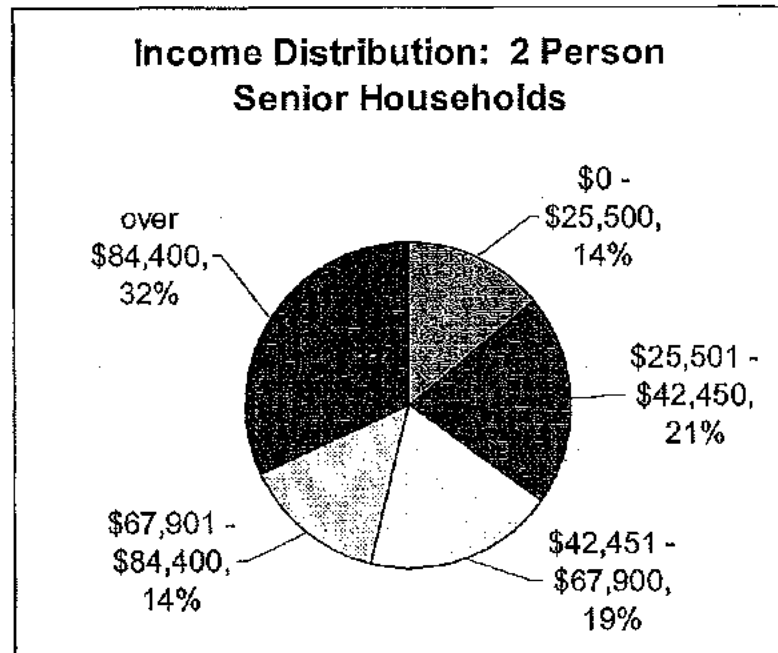
than \$22,300. 34% of senior one-person households' annual income is between \$22,301 and \$37,150. Only 12 % of senior one-person households' income is above \$73,900. The income distribution table for one-person senior households shows that the 21% of senior households making less than \$22,300, are comprised of 5% of all Young-Old, 8% of all Middle-Old, and 8% of all the Oldest-Old. The senior households making over \$73,900 is comprised of 7% of all Young-Old, 4% of all Middle-Old, and 1% of the Oldest-Old.



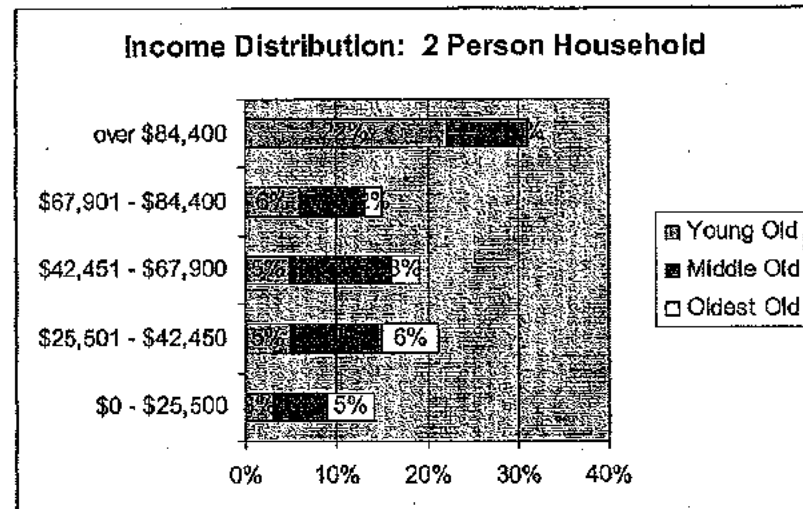
<sup>37</sup> Survey Question #36.a.—“Based on the number of persons in your household, check the box that is closest to your gross yearly income.”

## Two-Person senior

households.<sup>38</sup> The pie chart illustrates the percentage of senior two-person households whose annual income is in each income bracket. 14% of senior two-person households' annual income is less than \$25,500. 21% of senior two-person households' annual



income is between \$25,501 and \$42,450. 32% of senior two-person households' income is above \$84,400. The income distribution table for two-person senior households shows that the 14% of senior households making less than \$25,500, are comprised of 3% of all Young-Old, 6% of all Middle-Old, and 5% of all the Oldest-Old. Senior households making over \$84,000 are comprised of 22% of all Young-Old, and 9% of all Middle-Old.



<sup>38</sup> Survey Question #36.b.—“Based on the number of persons in your household, check the box that is closest to your gross yearly income.”

The senior households making over \$84,400 are comprised of 22% of all Young-Old, 9% of all Middle-Old, and less than 1% of the Oldest-Old.

**Three-Person senior households.**<sup>39</sup> The pie

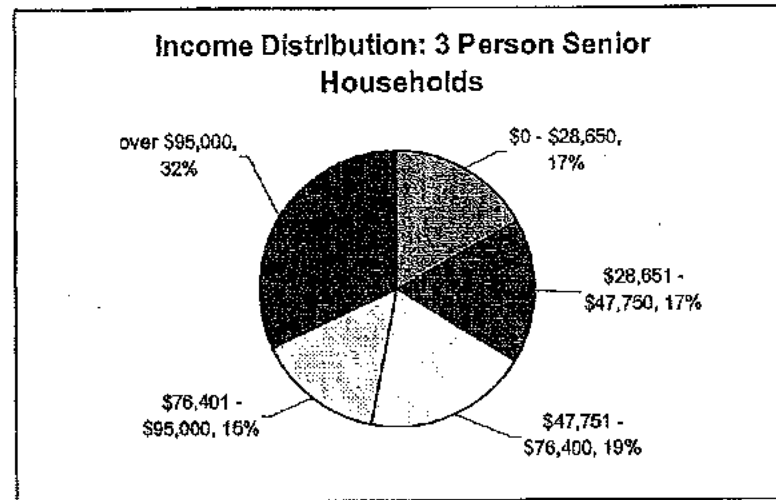
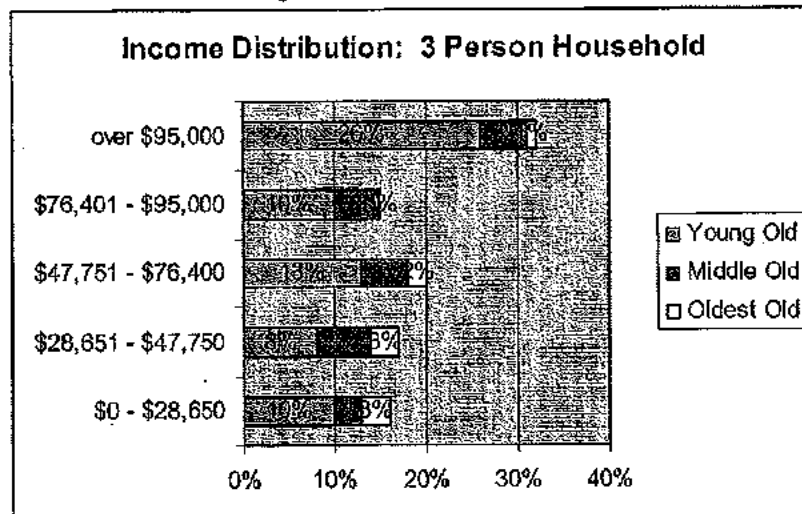


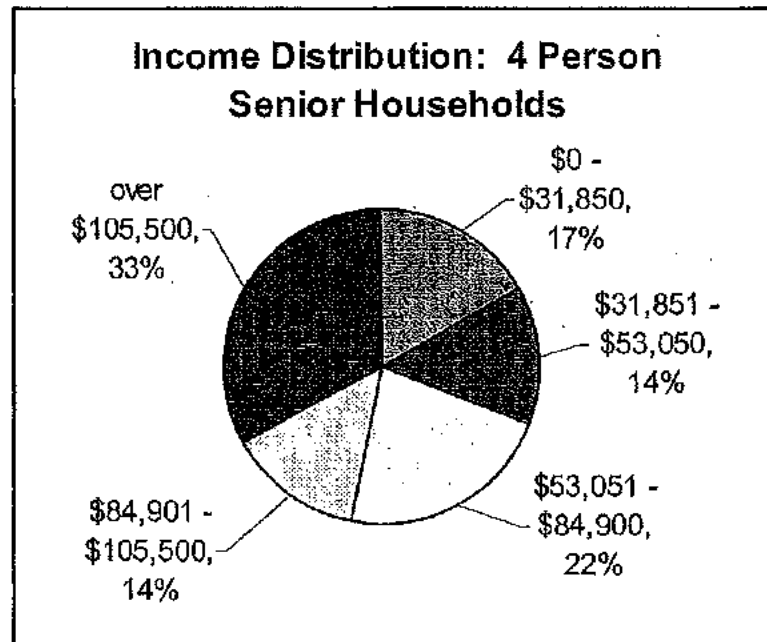
chart illustrates the percentage of senior three-person households whose annual income is in each income bracket. 17% of senior three-person households' annual income is less than \$28,650. 17% of senior three-person households' annual income is between \$28,651 and \$47,750. 32 % of senior three-person households' income is above \$95,000. The income distribution table for three-person senior households shows that the nearly 16% of senior households making less than \$28,650, are comprised of 10% of all Young-Old, 3% of all Middle-Old, and 3% of all the Oldest-Old.

Senior households making over \$95,000 are comprised of 26% of all Young-Old, 5% of all Middle-Old, and 1% of the Oldest-Old.

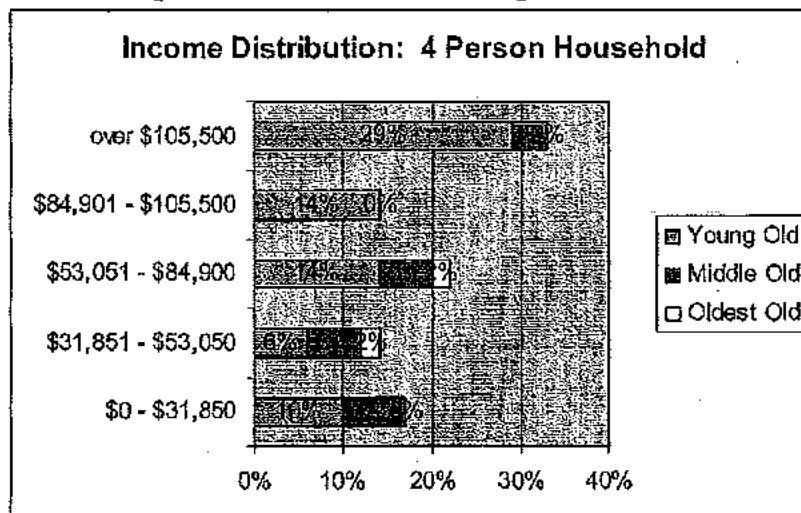


<sup>39</sup> Survey Question #36.c.—“Based on the number of persons in your household, check the box that is closest to your gross yearly income.”

**Four-Person senior households.**<sup>40</sup> The pie chart illustrates the percentage of senior four-person households whose annual income is in each income bracket. 17% of senior four-person households' annual income is less than \$31,850. 14% of senior four-person households' annual income is between \$31,851 and \$53,050. 22% of senior four-person households' annual income is between \$53,051 and \$84,900. 14% of senior four-person households' annual income is between \$84,901 and \$105,500. 33% of senior four-person households' annual income is above \$105,500.



33 % of senior four-person households' income is above \$105,500. The income distribution table for four-person senior households shows that the 17% of seniors making less than \$31,850, are comprised of 10% of all Young-Old, 7% of all Middle-Old. The senior households making over \$105,500 are comprised of 29% of all Young-Old, 4% of all Middle-Old, and less than 1% of the Oldest-Old.

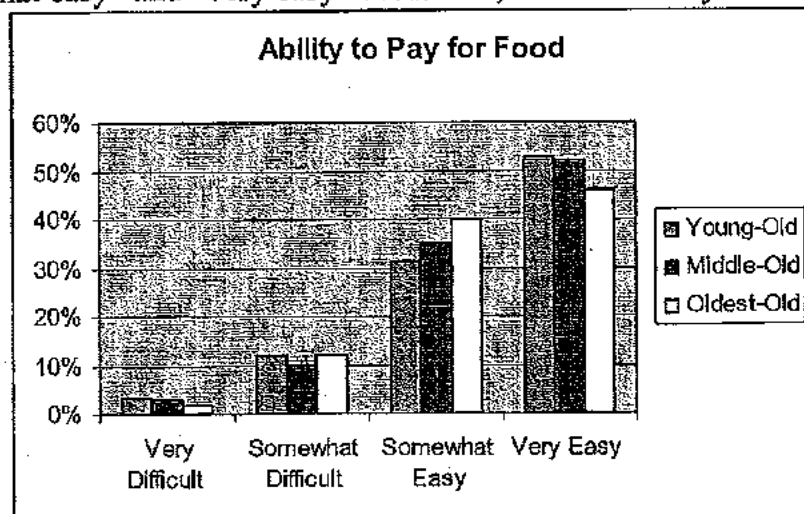


<sup>40</sup> Survey Question #36.d.—“Based on the number of persons in your household, check the box that is closest to your gross yearly income.”

**Ability to Pay for Needs.**<sup>41</sup> The Great Recession had a profound effect on both the economy and the personal finances of the general population. The following areas looked at how Santa Clara's seniors perceive their "ability to pay" for various needs. For the vast majority, it is "very easy" or "somewhat easy" to pay for food, home maintenance & repairs, insurance, mortgage/rent, prescription meds, utilities, and transportation. However, unexpected major expenses are difficult for most seniors.

**Food.** Across age groups, a little over 85% of seniors' report their ability to pay for *food* is "somewhat easy" and "very easy" combined, and conversely a little over 14% "somewhat difficult" and "very difficult" combined.

By age group, 85% of the Young-Old, 87% of the Middle-Old, and 86% of the Oldest-Old report it being "somewhat"

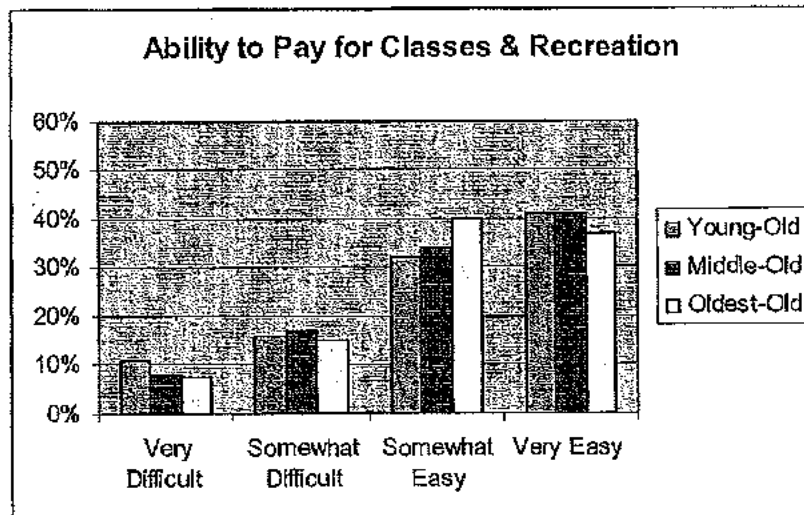


and "very easy" to pay for food. Conversely, paying for food is "somewhat" and "very difficult" for 16% of the Young-Old, 13% of the Middle-Old, and about 14% of the Oldest-Old.

<sup>41</sup> Survey Question #37—"Rate your ability to pay for the following: (a) Food; (b) Classes and Recreational Activities; (c) Home maintenance and Repairs; (d) Mortgage or Rent; (e) Prescription Medications; (f) Transportation; (g) Unexpected major expenses; (h) Utilities (gas, water, phone, electricity)."

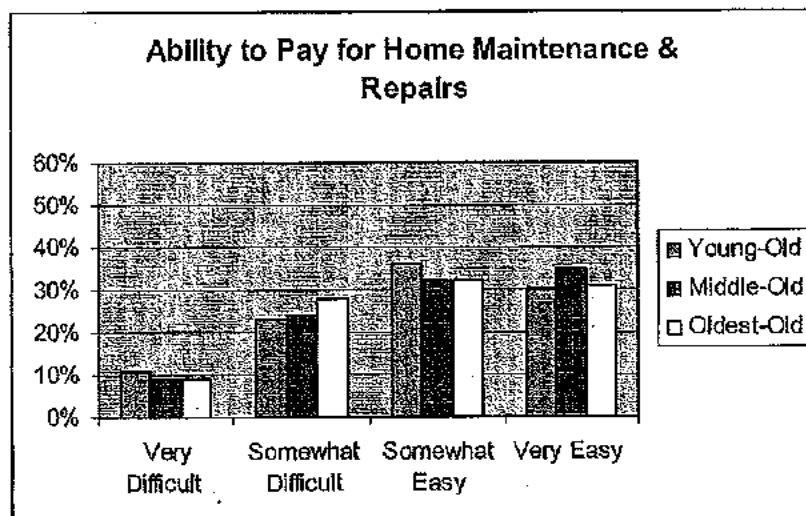


**Classes and recreational activities.** Across age groups, a little over 74% of seniors' report their ability to pay for *classes and recreation* is "somewhat easy" and "very easy" combined, and conversely a little over 25% "somewhat difficult" and "very difficult" combined. By age group, to pay for recreation and



classes, 72% of the Young-Old, 75% of the Middle-Old, and 77% of the Oldest-Old report it being "somewhat" and "very easy" combined. Conversely, paying for classes and recreation is "somewhat" and "very difficult" for 27% of the Young-Old, 25% of the Middle-Old, and about 23% of the Oldest-Old.

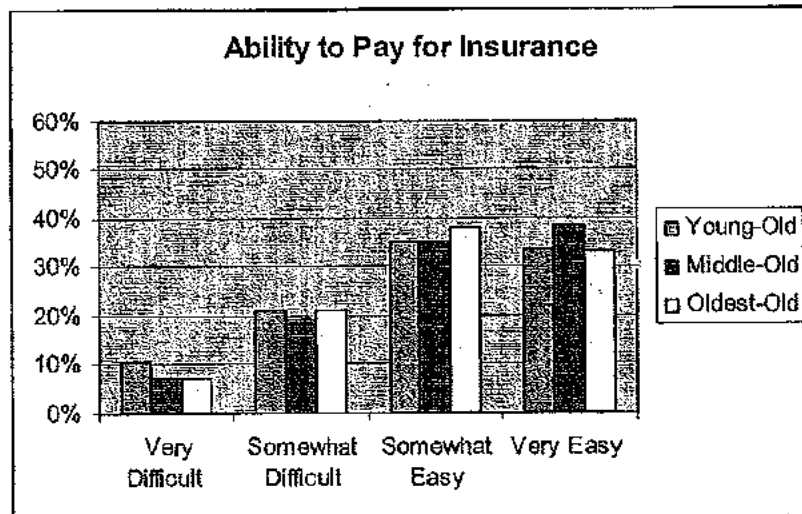
**Home maintenance and repairs.** Across age groups, a little over 66% of seniors' report their ability to pay for *home maintenance and repairs* is "somewhat easy" and "very easy" combined, and conversely a little over 34% "somewhat difficult" and "very difficult" combined. By age group, to pay for home maintenance and repairs, 66% of



the Young-Old, 68% of the Middle-Old, and 63% of the Oldest-Old report it being

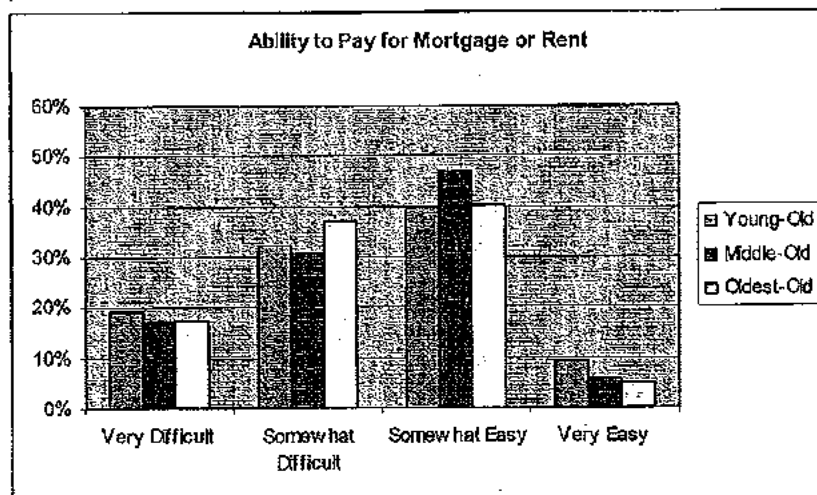
“somewhat” and “very easy” combined. Conversely, paying for home maintenance and repairs is “somewhat” and “very difficult” for 34% of the Young-Old, 32% of the Middle-Old, and about 37% of the Oldest-Old.

**Insurance.** Across age groups, a little over 71% of seniors’ report their ability to pay for *insurance* is “somewhat easy” and “very easy” combined, and conversely a little over 29% “somewhat difficult” and “very difficult” combined. By age group, to pay for insurance, 69% of the Young-Old, 74% of the Middle-Old, and 71% of the



Oldest-Old report it being “somewhat” and “very easy” combined. Conversely, paying for insurance is “somewhat” and “very difficult” for 32% of the Young-Old, 26% of the Middle-Old, and about 28% of the Oldest-Old.

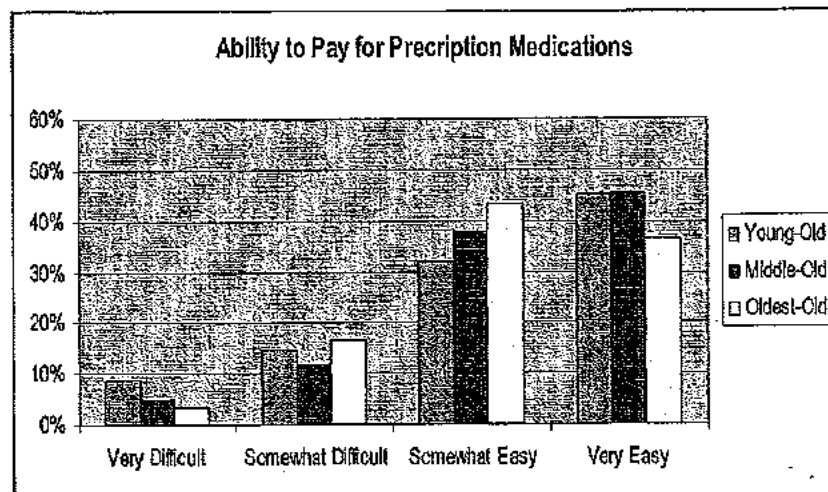
**Mortgage or rent.** Across age groups, a little over 74% of seniors’ report their ability to pay for *mortgage or rent* is “somewhat easy” and “very easy” combined, and conversely a little over 25% “somewhat difficult” and “very difficult” combined. By age group, to pay for mortgage or rent, 72% of the Young-Old,



78% of the Middle-Old, and 77% of the Oldest-Old report it being “somewhat” and “very easy” combined. Conversely, paying mortgage or rent is “somewhat” and “very difficult” for 28% of the Young-Old, 23% of the Middle-Old, and about 23% of the Oldest-Old.

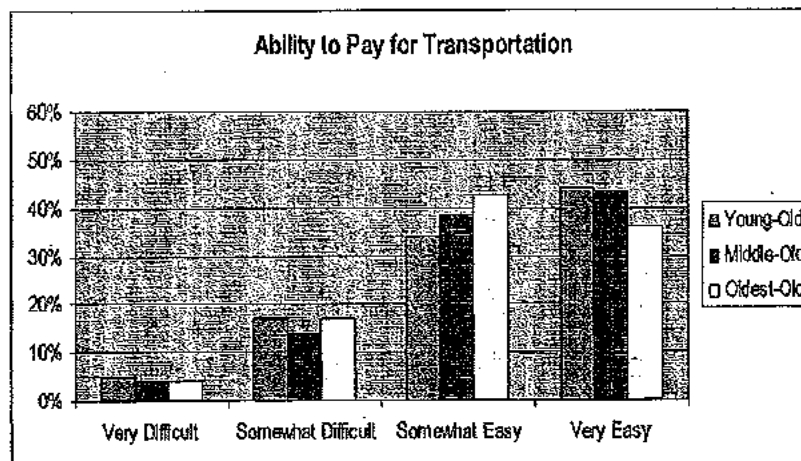
**Prescription Medications.** Across age groups, a little over 80% of seniors’ report their ability to pay for *prescription medications* is “somewhat easy” and “very easy” combined, and conversely a little over 20% “somewhat difficult” and “very difficult”

combined. By age group, to pay for prescription medications, 77% of the Young-Old, 84% of the Middle-Old, and 79% of the Oldest-Old report it



being “somewhat” and “very easy” combined. Conversely, paying for prescription medications is “somewhat” and “very difficult” for 18% of the Young-Old, 18% of the Middle-Old, and about 21% of the Oldest-Old.

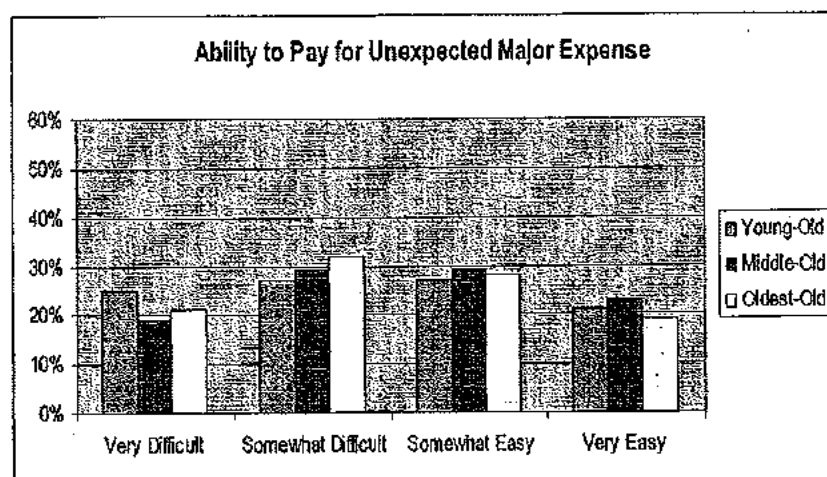
**Transportation.** Across age groups, a little over 80% of seniors’ report their ability to pay for *transportation* is “somewhat easy” and “very easy” and



“very easy” combined, and conversely a little over 20% “somewhat difficult” and “very difficult” combined. By age group, to pay for transportation, 78% of the Young-Old, 81% of the Middle-Old, and 79% of the Oldest-Old report it being “somewhat” and “very easy” combined. Conversely, paying for transportation is “somewhat” and “very difficult” for 22% of the Young-Old, 18% of the Middle-Old, and about 21% of the Oldest-Old.

**Unexpected major expenses.** This is a difficult expenditure for more seniors. Across age groups, about 49% of seniors’ report their ability to pay for an *unexpected major expense* is

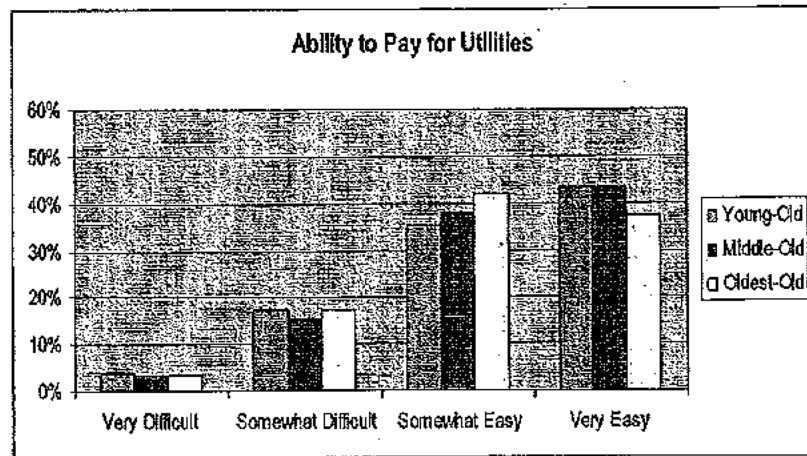
“somewhat easy” and “very easy” combined, and conversely a little over 51% “somewhat difficult” and “very



difficult” combined. By age group, to pay for unexpected major expenses, only 48% of the Young-Old, 52% of the Middle-Old, and 47% of the Oldest-Old report it being “somewhat” and “very easy” combined. Conversely, paying for unexpected major expenses is “somewhat” and “very difficult” for 52% of the Young-Old, 48% of the Middle-Old, and about 53% of the Oldest-Old.

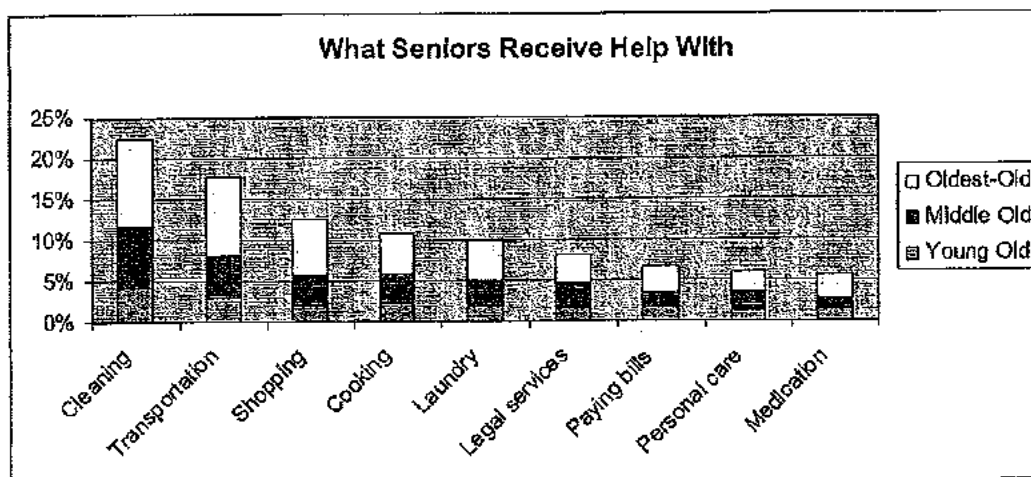
**Utilities.** Across age groups, about 80% of seniors’ report their ability to pay for *utilities* is “somewhat easy” and “very easy” combined, and conversely about 20% “somewhat difficult” and “very difficult” combined. By age group, to pay for *utilities*, only 78% of the Young-Old, 81% of the Middle-Old, and 79% of the Oldest-Old report it being “somewhat” and “very easy” combined. Conversely, paying for *utilities* is “somewhat” and “very difficult” for 21% of the

Young-Old, 18% of the Middle-Old, and about 20% of the Oldest-Old.



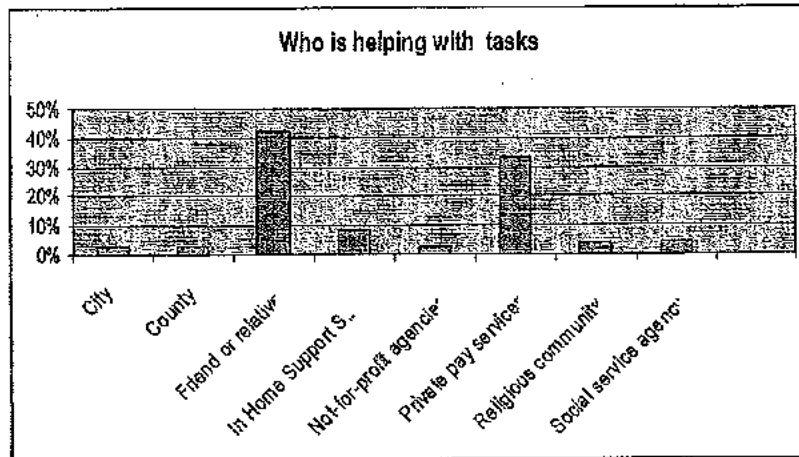
### 3.5 Support/Activities

While overall, 49% of Santa Clara seniors report needing no help with Activities of Daily Living (ADL), a look at each age group separately indicates 69% of the Young-Old, 55% of the Middle Old, and 24% of the Oldest-Old need no assistance; and the Oldest Old are the age group most likely to need help with ADL. While the percent varies by age group, overall what seniors receive help for is: cleaning 23%; transportation 18%, shopping & cooking 12%, laundry 11%. The Oldest-Old report needing help with cleaning 12%, transportation 9%, shopping and cooking 6%.



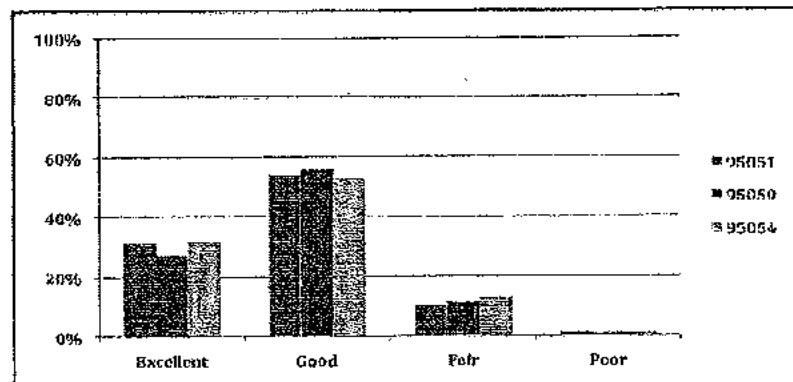
When assistance is needed, seniors rely upon friends or relatives (42%), Private pay services (33%), and in home support services (8%).

Seniors report that if they are not currently receiving help that they need help with cleaning, medication, legal services, and "other."

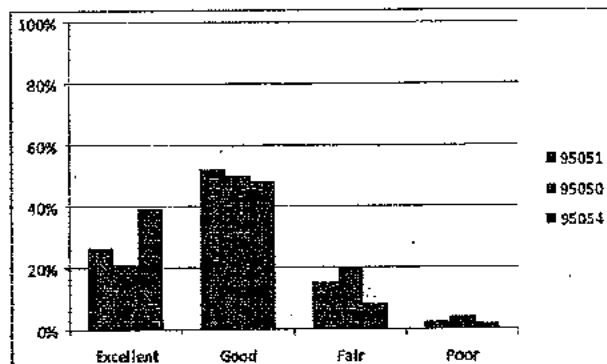


### 3.6 Safety

Most Santa Clara seniors report that they feel safe.<sup>42</sup> Across the three ZIP codes 95050, 95050, and 95054 more than 83% of seniors rate their *personal safety* as "good" or "excellent" combined. More than



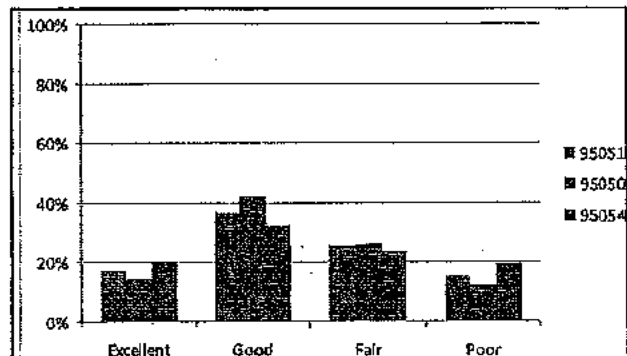
79% rate their *street lighting levels* as "excellent" or "good". More than 70% of seniors who reside in 95050 reported that their *sidewalks* are in "good" or "excellent" condition. More than 75% of seniors who



<sup>42</sup> Survey Question #22—"Rate the following in your neighborhood: a. street lighting, b. sense of personal safety, c. well maintained sidewalks, c. walking distance to basic services."

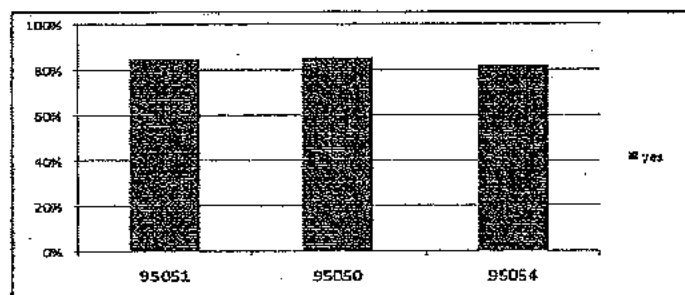
reside in 95051 reported that their *sidewalks are* in “good” or “excellent” condition. More than 90% of seniors who reside in 95054 reported that their *sidewalks are* in “good” or “excellent” condition.

Walking distance to basic services is “excellent” or “good” for Young-Old (60%), Middle-Old (50%), and Oldest-Old (50%). More than half (58%) of those who live in 95050 report the walking distance to basic

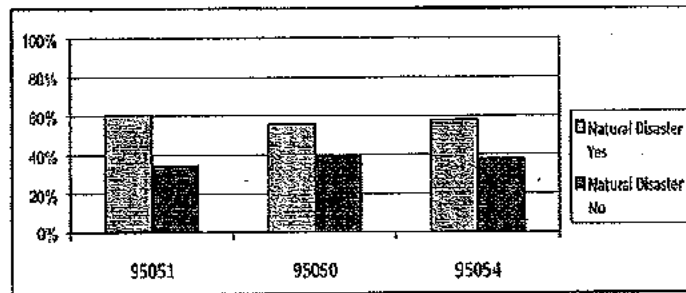


services as being “excellent” or “good”. More than half (56%) of those who live in 95051 report the walking distance to basic services as being “excellent” or “good”. Half (50%) of those who live in 95054 report the walking distance to basic services as being “excellent” or “good”.

Seniors report that there are enough crosswalks at intersections and ramps at curbs so you can walk from home to basic services.



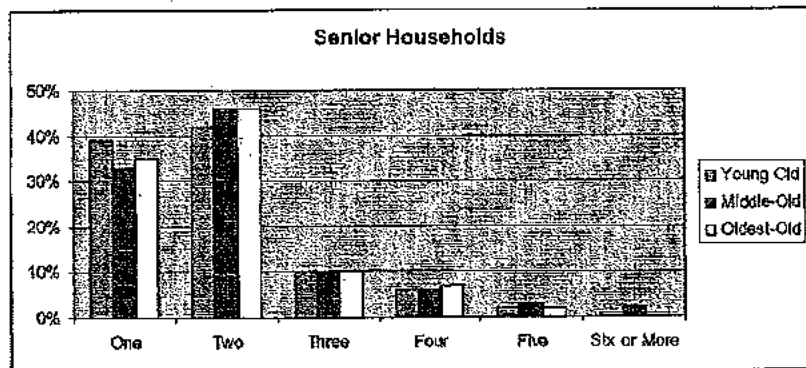
Across three ZIP codes (95051, 95050, 95054) almost 60% of seniors report having a plan to survive the first three days of a natural disaster without electricity, water, or emergency assistance.



### 3.7 Housing<sup>43</sup>

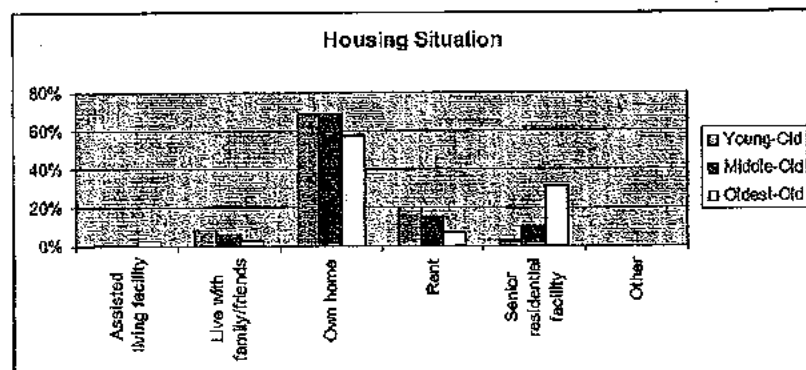
Number of people per household by age. Most (81%) of Santa Clara seniors live in a one- or two-person household.

Almost 35% of the Oldest-Old report living in a one-person household and almost 46% report living in a two-person household.



About the same percentage of the Young-Old (42%) and Middle-Old (46%) report living in a two-person household.

About 33% of the Middle-Old report living in a one-person household and 39% of



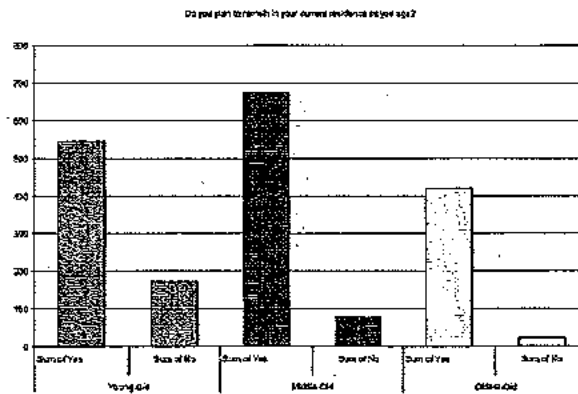
the Young-Old report living in a one-person household. More than 66% of all Santa Clara seniors own their own home. About 31% of the Oldest-Old reside in a

<sup>43</sup>Survey Question #33—"How Many People Live in Your Household?" Question #34—"Describe your current living situation:"



senior residence and fewer than 3% live in an assisted living facility.

**Aging in Place.**<sup>44</sup> The majority (86%) of Santa Clara seniors plan to remain in their current residence as they age. As seniors age, the desire to remain in their current residence solidifies 76% of Young-Old, 90% of Middle-Old, and 95% of Oldest-Old.



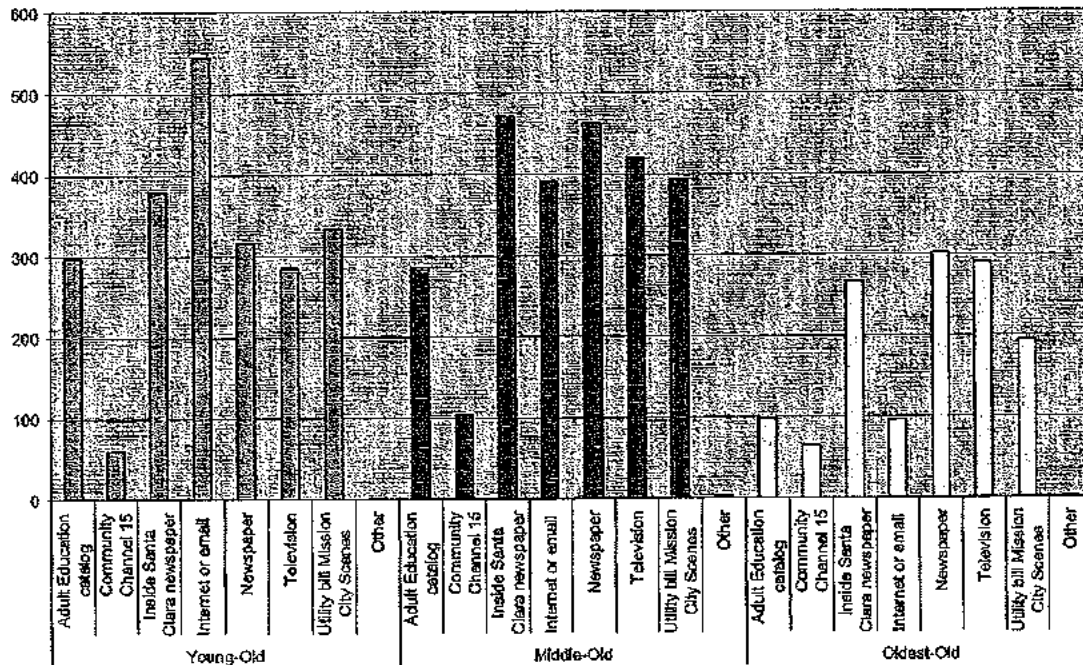
### 3.8 Communication<sup>45</sup>

The Santa Clara Senior Center is the most popular place to look when information about senior services is wanted. Half as many seniors use the Internet or reach out to a friend or relative as a source of information. More than 75% of Santa Clara seniors use the Internet. For the 25% who do not the most common reason reported is “no computer” followed by “lack of interest”. For the 75% of seniors who do use the Internet, most use it for: email, research, news, and shopping. While over-all, seniors preferred to get information from *Inside Santa Clara* and the Newspaper (18%), several other methods closely followed for seniors’ preferences: the Internet or email (17%); and, the utility bill insert (15%). The Young-Old, as a group prefer Internet and Email, while the Middle-Old and Oldest-Old prefer more traditional methods Newspaper and Television. About 11% of seniors report preferring information from cable channel 15.

<sup>44</sup>Survey Question #35—“Do you plan to remain in your current residence as you age?”

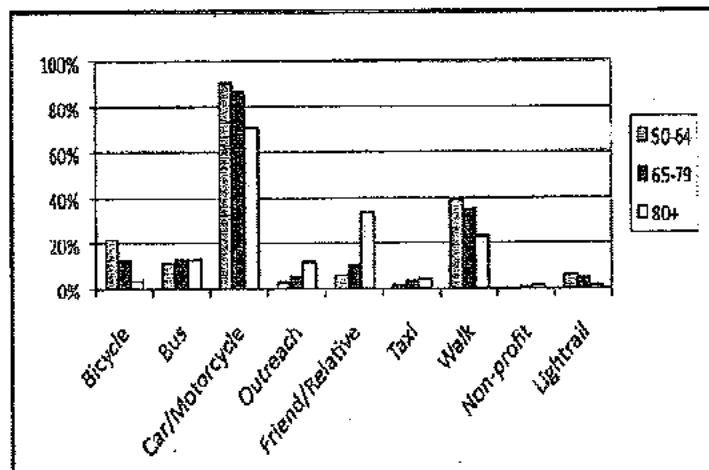
<sup>45</sup> Survey Question #4—“How do you prefer to get information? (check all that apply)”

How do you prefer to get information?



### 3.9 Transportation and Access<sup>46</sup>

The majority of all seniors report using either a car or motorcycle as their primary means of transportation (90% Young-Old, 85% Middle-Old, 75% Oldest-Old). For all seniors, the second most popular option is to walk (40% of Young and Middle-

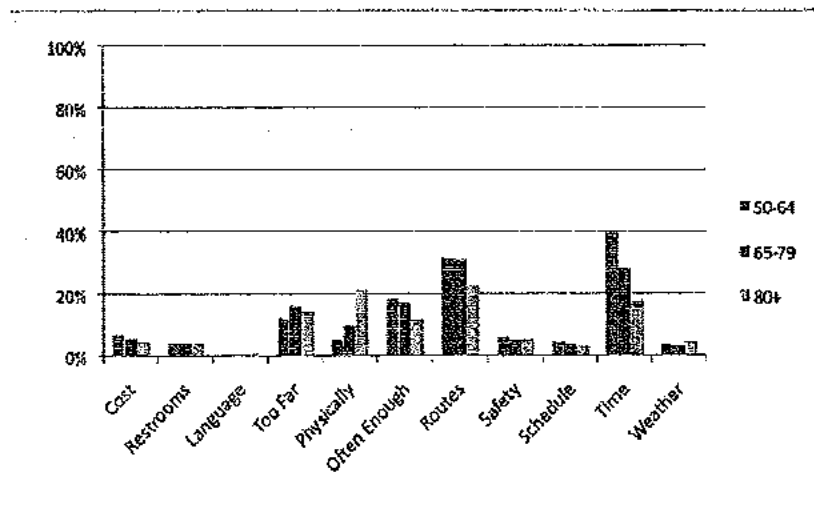


Old, 24% of Oldest-Old). About 32% of the Oldest-Old are likely to ask a friend or relative for a ride. Over 20% of the Young-Old report using a bicycle. Across age groups, about the same number (10%) report riding a bus. About 10% of the

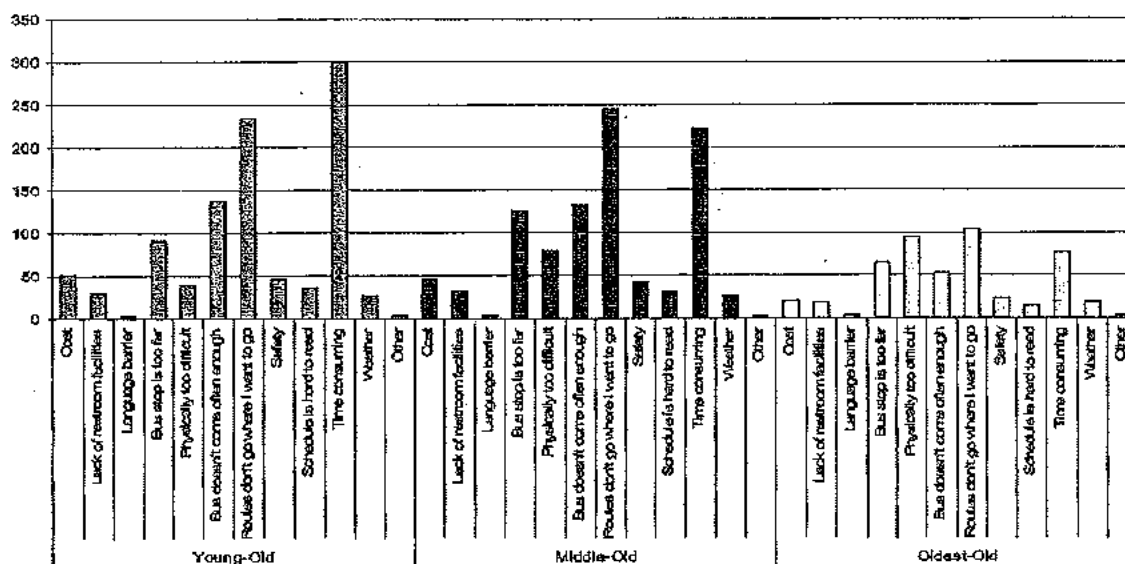
<sup>46</sup> Survey Question #25—"What type of transportation do you currently use? (by age) "

Oldest-Old use Outreach and 5% of the Young-Old use light rail. Across age groups fewer than 2% of seniors report using a not-for-profit organization for transportation.

**Public Transportation.**<sup>47</sup> For those who do not use public transportation (bus, Outreach, light rail) the reasons vary across age groups. Young-Old cite time (30%), routes (24%), and frequency (14%) most often as reasons why they do not use public transportation. Middle-Old report routes (25%), time (22%), and too far to walk to station (13%),



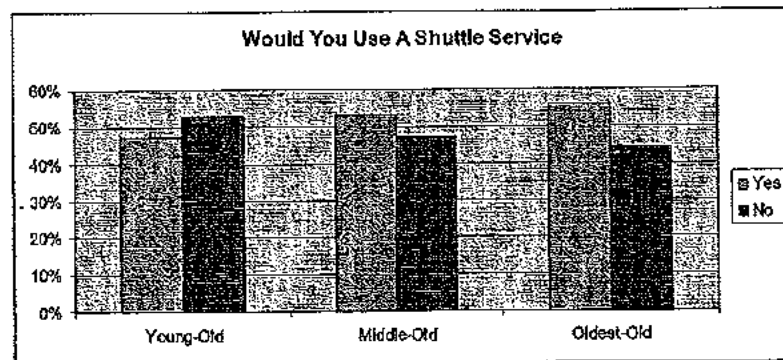
If you do not use public transportation, what prevents you...?



<sup>47</sup> Survey Question#26—"If you do not currently use public transportation, what prevents you from using it? (by age)."

or does not come often enough most frequently as reasons why they do not use public transportation. The Oldest-Old report time (24%), routes (24%), and frequency (13%) most often as reasons why they do not use public transportation.

**Senior Shuttle Service.**<sup>48</sup> About 52% of all seniors report they would use a shuttle bus service to get to locations within Santa Clara. However, 53% of the Young-Old would not use a shuttle service, while 53% of the Middle-Old would, along with 56% of the Oldest-Old.



<sup>48</sup> Survey Question#27—"Would you use a shuttle bus service to get to locations within the City of Santa Clara? (by age)."

## PART FOUR: SUMMARY COMMENTS

From April through October 2012, the Senior Advisory Commission reviewed the Senior Needs Assessment results with staff. This section provides summary comments in the eight areas of focus: Health and Nutrition, Social, Finances, Support/Activities, Safety, Housing, Communication, and Transportation and Access. For each of these focus areas, the survey results prompt questions for further reflection: Are there opportunities for improved services or programs? Can existing resources (time, personnel, funding, facilities, other) be redeployed to more effectively serve the needs of Santa Clara seniors? Are there existing or potential collaborative partnerships that can be explored and leveraged to support senior programs and services? While the answers to these questions were beyond the scope of the 2010 Senior Needs Assessment, U.S. Census data indicate that an increased demand for services will continue as seniors age in place and grow as a percentage of the population. It is important to note that a policy or programmatic decision may have different effects on each of the three distinct senior sub-groups: the Young-Old (50-64), the Middle-Old (64-79), and the Oldest-Old (80+). The City has a unique history, a collaborative approach, and strong ethics and values to guide its decisions.

### **4.1 Health and Nutrition**

The survey results point to several ways in which older adults can be served in terms of health and nutrition. At the Senior Center, there exists a state of the art fitness center and natatorium, a unique health and wellness program, a well-attended nutrition program, and diverse opportunities for social engagement. The Parks and Recreation Department is uniquely positioned to use the data from this survey to deliver a high level of service that has a positive impact on the senior community. The Senior Advisory Commission values and appreciates the quality

of health and nutrition services offered to Santa Clara's senior community and note that those who are unable to avail themselves of these services primarily cite the reason as a lack of transportation. The Senior Advisory Commission recommends continued support of current health and nutrition services being provided.

#### **4.2 Social**

Social engagement is known to be a significant factor in a person's well-being and in their continued ability to live independently. Different models exist to support the Oldest-Old and encouraging the use of the spectrum of community services. While there are many opportunities for social engagement at the Santa Clara Senior Center and throughout the City, 40% of the respondents do not use the services of the Senior Center. The Senior Advisory Commission found that a lack of coordination, communication, hours of service, and in some cases lack of transportation somewhat hampers senior's ability to avail themselves of these services.

#### **4.3 Finances**

Across age groups, most seniors report being able to pay for routine expenses, paying for an unexpected major expense was reported to be difficult. Although the survey assessed data based on U.S. poverty levels, the Elder Economic Security Standard Index developed by the University of California at Los Angeles Center for Health Policy Research in 2007, found that the median monthly expenses for a Santa Clara County senior, single and living alone, are in excess of \$30,000 per year which is more than three times the level of the national poverty index. Consequently, although the Senior Needs Assessment 2010 survey did not find a significant poverty level in Santa Clara seniors, reexamination of this issue may find a more significant poverty issue among Santa Clara seniors.

#### **4.4 Support/Activities**

Santa Clara seniors report needing help with Activities of Daily Living (ADL). The Oldest-Old are most likely to need this type of assistance. Assistance with transportation, cleaning, legal services, and shopping are most commonly reported as being needed. Seniors usually rely upon a friend or relative to provide support; private pay services are another alternative used. The Senior Needs Assessment 2010 found that there are many services available to seniors in Santa Clara. Among them are services offered at the Senior Center as well as through other community agencies, both private and public. However, the lack of awareness of what is available indicates more coordination and communication about available programs and services to seniors is needed.

#### **4.5 Safety**

Most Santa Clara seniors feel their neighborhoods are safe, and street lighting and sidewalk conditions are excellent or good. Continued efforts in these areas will support aging in place. Additional efforts in emergency preparedness for seniors and volunteers is needed.

#### **4.6 Housing**

More than half of all seniors in Santa Clara own their own home. Most seniors plan to remain in their current residence as they age. Approximately 20% of the Oldest-Old reside in senior residential housing and fewer than 3% live in an assisted living facility. A continued support of home ownership and other appropriate living spaces supports seniors, particularly affordable housing and assisted living options for Santa Clara seniors will help to meet the increasing senior population growth and need.

#### **4.7 Communication**

Approximately 75% of seniors report using the Internet. Seniors report that they like to receive information through *Inside Santa Clara* newspaper, followed by the "newspaper", Internet, utility bill insert and Adult Education Catalog. The Santa Clara Senior Center is the most popular place to look when seniors look for information about services. Continued and increased effective promotion and use of technology and social media can provide news and information about programs and services available. Further study is needed to identify ways to interact with homebound seniors to connect with critical City services.

#### **4.8 Transportation and Access**

While more than 90% of all seniors report that they drive and depend on private vehicles, alternative transportation models that are less costly, more environmentally friendly, and safer could be explored. Approximately 40% of those surveyed responded that they would avail themselves of services at the Senior Center if there were better modes of public transportation. The Senior Advisory Commission recommends further study.

In June 2009, the Santa Clara City Council adopted a goal of assessing the needs of Santa Clara seniors in collaboration with the Senior Advisory Commission and non-profit agencies. In October of 2012, Senior Advisory Commission and staff thank the City Council for recognizing the unique needs of the senior community and hope that the results of the Senior Needs Assessment will help the City improve upon the already excellent services offered to Santa Clara seniors.



## PART FIVE: SURVEY DATA TABLES

This section provides summary data tables for responses by age group to each survey question, in numerical sequence. In most cases, the tables provide data by each sub age-group: Young-Old; Middle-Old; and, Oldest-Old. The final table (or columns in the table) for each question will provide a summary of all seniors responses to the particular question. Generally, tables for each age group provide the data in descending order from most number of responses to least number of responses.

Not every survey participant responded to each question or part of a question. Many questions have multiple variables. This will cause the total number of responses recorded for each question and age group to vary, as well as the count of the total responses for each question. It is important to note that the tables accurately reflect the total responses recorded for the age group responses, as well as the total responses.

The data seen in **bold** generally allows the reader to note a single data item and how it is reflected in each age group, allowing for easier identification of differences among age groups.

**Question 1. If you want information about services for seniors, how do you find it? (Check all that apply.)**

Young-Old		Total	%
	Internet	467	34%
	Santa Clara Senior Center	429	32%
	Friend or Relative	259	19%
	Local Service organization	83	6%
	Phone Book	77	6%
	Religious community	43	3%
		1358	100%

Middle-Old		Total	%
	Santa Clara Senior Center	565	40%
	Friend or Relative	312	22%
	Internet	287	20%
	Phone Book	132	9%
	Local Service organization	81	6%
	Religious community	45	3%
		1422	100%

Oldest-Old		Total	%
	Santa Clara Senior Center	327	42%
	Friend or Relative	202	26%
	Phone Book	95	12%
	Local Service organization	70	9%
	Internet	53	7%
	Religious community	30	4%
		777	100%

All Seniors		Total	%
	Santa Clara Senior Center	1321	37%
	Internet	807	23%
	Friend or Relative	773	22%
	Phone Book	304	9%
	Local Service organization	234	9%
	Religious community	118	3%
		3557	100%

**Question 2. What do you use the Internet to do? (Check all that apply.)**

Young-Old		Total	%
	Email	671	22%
	Research	574	19%
	News	517	17%
	Shopping	491	16%
	Finances	410	14%
	Social Networking	289	10%
	Do not use the Internet	51	2%
		3003	100.00%

Middle-Old		Total	%
	Email	585	24%
	Research	462	20%
	News	362	16%
	Shopping	319	14%
	Finances	267	12%
	Do not use the Internet	159	7%
	Social Networking	153	7%
		2307	100%

Oldest-Old		Total	%
	Do not use the Internet	241	32%
	Email	177	24%
	Research	110	15%
	News	85	11%
	Shopping	52	7%
	Finances	51	7%
	Social Networking	26	4%
		742	100%

All Seniors		Total	%
	Email	1433	24%
	Research	1146	19%
	News	964	16%
	Shopping	862	14%
	Finances	728	12%
	Social Networking	468	8%
	Do not use the Internet	451	7%
		6052	100%

**Question 3. If you do not use the Internet, why? (Check all that apply.)**

Young-Old		Total	%
	Don't have a computer	44	26%
	Don't want to pay monthly internet access fees	30	19%
	Need training or classes to learn how to use it	30	19%
	Can't afford a computer	23	14%
	Afraid of identity theft and security of my privacy	17	11%
	Not interested in it; don't have any use for it	9	6%
	Too difficult to learn	8	5%
		161	100%

Middle-Old		Total	%
	Don't have a computer	101	23%
	Need training or classes to learn how to use it	84	20%
	Don't want to pay monthly internet access fees	57	14%
	Not interested in it; don't have any use for it	54	13%
	Afraid of identity theft and security of my privacy	53	13%
	Can't afford a computer	38	9%
	Too difficult to learn	32	8%
		419	100%

Oldest-Old		Total	%
	Don't have a computer	166	29%
	Not interested in it; don't have any use for it	142	25%
	Need training or classes to learn how to use it	64	11%
	Don't want to pay monthly internet access fees	61	11%
	Afraid of identity theft and security of my privacy	59	10%
	Can't afford a computer	48	8%
	Too difficult to learn	36	6%
		576	100%

All Seniors		Total	%
	Don't have a computer	311	27%
	Not interested in it; don't have any use for it	205	18%
	Need training or classes to learn how to use it   If you do not use the Internet	178	15%
	Don't want to pay monthly internet access fees	148	13%
	Afraid of identity theft and security of my privacy	129	11%
	Can't afford a computer	109	9%
	Too difficult to learn	76	7%
		1156	100%

**Question 4. How do you prefer to get information? (Check all that apply.)**

Young-Old	Total	%
Internet or email	545	25%
Inside Santa Clara (City newspaper)	379	17%
Utility bill insert (Mission City Scenes)	333	15%
Newspaper	316	14%
Adult Education catalog	297	13%
Television	285	13%
Community Channel 15	59	3%
Other	1	0%
	2215	100%

Middle-Old	Total	%
Inside Santa Clara (City newspaper)	471	19%
Newspaper	463	18%
Television	420	17%
Utility bill insert (Mission City Scenes)	393	16%
Internet or email	390	15%
Adult Education catalog	286	11%
Community Channel 15	103	4%
Other	2	0%
	2528	100%

Oldest-Old	Total	%
Newspaper	302	24%
Television	290	22%
Inside Santa Clara (City newspaper)	267	20%
Utility bill insert (Mission City Scenes)	195	15%
Adult Education catalog	98	7%
Internet or email	96	7%
Community Channel 15	65	5%
Other	1	0%
	1314	100%

All Seniors	Total	%
Inside Santa Clara newspaper	1117	18%
Newspaper	1081	18%
Internet or email	1031	17%
Television	995	16%
Utility bill Mission City Scenes	921	15%
Adult Education catalog	681	11%
Community Channel 15	227	4%
Other	4	0%
	6057	100%

**Question 5. Do you use the Santa Clara Senior Center?**

Young-Old		Total	%
	Yes	424	58%
	No	310	42%
		734	100%

Middle-Old		Total	%
	Yes	503	66%
	No	264	34%
		767	100%

Oldest-Old		Total	%
	Yes	253	58%
	No	186	42%
		439	100%

All Seniors		Total	%
	Yes	1180	61%
	No	760	39%
		1940	100%

**Question 5. Do you use the Santa Clara Senior Center?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Yes	424	58%	503	66%	253	58%	1180	61%
No	310	42%	264	34%	186	42%	760	39%
	734	100%	767	100%	439	100%	1940	100%

**Question 6. If no, what prevents you from using the Senior Center?**

Young-Old		Total	%
	Hours of operation	110	32%
	Don't know what's offered	102	31%
	Don't know about the Senior Center	62	19%
	Not interested	45	14%
	Transportation	14	4%
	Other:	0	0%
		333	100%

Middle-Old		Total	%
	Don't know what's offered	65	29%
	Not interested	60	26%
	Transportation	44	19%
	Hours of operation	31	13%
	Don't know about the Senior Center	30	13%
	Other:	0	0%
		230	100%

Oldest-Old		Total	%
	Transportation	69	37%
	Not interested	49	26%
	Don't know what's offered	34	18%
	Don't know about the Senior Center	21	11%
	Hours of operation	15	8%
	Other:	0	0%
		21	100%

All Seniors		Total	%
	Don't know what's offered	201	27%
	Hours of operation	156	21%
	Not interested	154	21%
	Transportation	127	17%
	Don't know about the Senior Center	113	15%
	Other:	0	0%
		751	100%

**Question 7. If you were to enroll in classes, what would appeal to you? (Check all that apply.)**

Young-Old		Total	%
	<b>Fitness and Exercise</b>	<b>590</b>	<b>25%</b>
	Crafts and Art	343	14%
	Health Education and Nutrition	265	11%
	Computers	249	10%
	Finances	226	9%
	Continued learning	204	8%
	Safety and Protection	184	8%
	Community resources (services available to support me in living a full and functional life)	181	8%
	Housing	167	7%
	Other	1	0%
		2410	100%

Middle-Old		Total	%
	<b>Fitness and Exercise</b>	<b>501</b>	<b>22%</b>
	Crafts and Art	274	13%
	Computers	255	12%
	Health Education and Nutrition	247	12%
	Safety and Protection	221	10%
	Community resources	182	9%
	Continued learning	163	8%
	Finances	145	7%
	Housing	142	7%
	Other	2	0%
		2132	100%

Oldest-Old		Total	%
	<b>Fitness and Exercise</b>	<b>206</b>	<b>20%</b>
	Safety and Protection	150	15%
	Health Education and Nutrition	127	12%
	Computers	123	12%
	Community resources	118	12%
	Crafts and Art	105	10%
	Housing	69	7%
	Continued learning	61	6%
	Finances	60	6%
	Other	1	0%
		1020	100%



<b>All Seniors</b>		<b>481</b>	<b>9%</b>
	<b>Fitness and Exercise</b>	<b>1297</b>	<b>23%</b>
	Crafts and Art	722	13%
	Health Education and Nutrition	639	11%
	Computers	627	11%
	Safety and Protection	555	10%
	Finances	431	8%
	Continued learning	428	8%
	Housing information	378	7%
	Other	4	0%
		<b>5562</b>	<b>100%</b>

**Question 8. Activities of Daily Living, On average, how often do you:**

<b>Young-Old</b>		<b>Total</b>	<b>%</b>
<b>All Activities</b>	<b>Daily Contact with Friends</b>	<b>368</b>	<b>16%</b>
	<b>Several Times/Week Exercise</b>	<b>289</b>	<b>14%</b>
	<b>Daily Exercise</b>	<b>226</b>	<b>11%</b>
	Weekly Social activities	187	9%
	Monthly Social activities	184	9%
	<b>Never Social activities</b>	<b>162</b>	<b>8%</b>
	Weekly Contact with Friends	156	7%
	Several Times/Week Contact with Friends	121	6%
	Weekly Exercise	114	5%
	Several Times/Week Social activities	102	5%
	Monthly Exercise	64	3%
	Monthly Have Contact with Friends	63	3%
	<b>Never Exercise</b>	<b>45</b>	<b>2%</b>
	Daily Social activities	44	2%
	<b>Never Have Contact with Friends</b>	<b>8</b>	<b>0%</b>
		<b>2133</b>	<b>100%</b>

Middle-Old		Total	%
All Activities	Daily Contact with Friends	340	15%
	Several Times/Week Exercise	290	13%
	Daily Exercise	263	12%
	Weekly Social activities	206	9%
	Weekly Contact with Friends	173	8%
	Several Times/Week Social activities	149	7%
	Several Times/Week Contact with Friends	149	7%
	Never Social activities	143	7%
	Monthly Social activities	132	6%
	Weekly Exercise	106	5%
	Never Exercise	65	3%
	Monthly Have Contact with Friends	63	3%
	Monthly Exercise	43	2%
	Daily Social activities	34	2%
	Never Have Contact with Friends	13	1%
		2169	100%

Oldest-Old		Total	%
All Activities	Daily Contact with Friends	185	15%
	Daily Exercise	161	13%
	Several Times/Week Exercise	150	13%
	Weekly Social activities	108	9%
	Weekly Contact with Friends	105	9%
	Several Times/Week Contact with Friends	91	8%
	Social activities	86	7%
	Never Social activities	73	6%
	Several Times/Week Social activities	58	5%
	Never Exercise	56	5%
	Weekly Exercise	39	3%
	Monthly Have Contact with Friends	32	3%
	Daily Social activities	22	2%
	Monthly Exercise	16	1%
	Never Have Contact with Friends	8	1%
		1190	100%

All Seniors		Total	%
All Activities	Daily Contact with Friends	893	16%
	Several Times/Week Exercise	729	13%
	Daily Exercise	650	12%
	Weekly Social activities	501	9%
	Weekly Contact with Friends	434	8%
	Monthly Social activities	402	7%
	Never Social activities	378	7%
	Several Times/Week Contact with Friends	361	7%
	Several Times/Week Social activities	309	6%
	Weekly Exercise	259	5%
	Never Exercise	166	3%
	Monthly Have Contact with Friends	158	3%
	Monthly Exercise	123	2%
	Daily Social activities	100	2%
	Never Have Contact with Friends	29	1%
		5492	100%

**Question 8. On average, how often do you:**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
<b>Exercise</b>								
Daily	226	31%	263	34%	161	38%	650	34%
Weekly	114	15%	106	14%	39	9%	259	13%
Several Times/Week	289	39%	290	38%	150	36%	729	38%
Monthly	64	9%	43	6%	16	4%	123	6%
Never	45	6%	65	8%	56	13%	166	9%
	738	100%	767	100%	422	100%	1927	100%
<b>Social Activities</b>								
Daily	44	6%	34	5%	22	6%	100	6%
Weekly	187	28%	206	31%	108	31%	501	30%
Several Times/Week	102	15%	149	22%	58	17%	309	18%
Monthly	184	27%	132	20%	86	25%	402	24%
Never	162	24%	143	22%	73	21%	378	22%
	679	100%	664	100%	347	100%	1690	100%
<b>Contact with Friends</b>								
Daily	368	51%	340	46%	185	44%	893	48%
Weekly	156	22%	173	23%	105	25%	434	23%
Several Times/Week	121	17%	149	20%	91	22%	361	19%
Monthly	63	9%	63	9%	32	8%	158	8%
Never	8	1%	13	2%	8	2%	29	2%
	716	100%	738	100%	421	100%	1875	100%

**Question 9. For which tasks are you receiving help?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
None	561	69%	512	55%	206	24%	1279	49%
Cleaning	55	7%	99	11%	146	17%	300	12%
Transportation	38	5%	70	8%	127	15%	235	9%
Shopping	28	3%	47	5%	90	11%	165	6%
Cooking	31	4%	48	5%	65	8%	144	6%
Laundry	24	3%	44	5%	64	7%	132	5%
Legal services	22	3%	39	4%	48	6%	109	4%
Paying bills	21	3%	24	3%	42	5%	87	3%
Personal care	16	2%	32	3%	32	4%	80	3%
Medication	19	2%	18	2%	37	4%	74	3%
Other	0	0%	0	0%	0	0%	0	0%
	815	100%	933	100%	857	100%	2605	100%

**Question 10. Who is helping you with the above tasks?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Not applicable	366	77%	344	59%	126	29%	836	56%
Friend or relative	52	11%	88	15%	138	32%	278	19%
Private pay services	32	7%	80	14%	106	25%	218	15%
In Home Support Services	6	1%	21	4%	27	6%	54	4%
Social service agency	3	1%	15	3%	10	2%	28	2%
Religious community	5	1%	10	2%	9	2%	24	2%
County	3	1%	11	2%	5	1%	19	1%
Not-for-profit agencies	5	1%	7	1%	6	1%	18	1%
City	4	1%	8	1%	5	1%	17	1%
Other:	0	0%	0	0%	0	0%	0	0%
Total	476	100%	584	100%	432	100%	1492	100%

**Question 11. If you are not receiving help, what type of help do you need?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Other:	465	72%	450	62%	203	47%	1118	62%
Cleaning	42	7%	59	8%	58	13%	159	9%
Medication	22	3%	51	7%	66	15%	139	8%
Legal services	44	7%	55	8%	28	6%	127	7%
Paying bills	20	3%	23	3%	13	3%	56	3%
Cooking	10	2%	19	3%	15	3%	44	2%
Shopping	9	1%	13	2%	22	5%	44	2%
Taking my medication	17	3%	15	2%	9	2%	41	2%
Laundry	10	2%	18	2%	10	2%	38	2%
Personal care	6	1%	19	3%	11	3%	36	2%
Transportation	0	0%	0	0%	0	0%	0	0%
	645	100%	722	100%	435	100%	1802	100%

**Question 12. Compared to other people your age, how would you rate your health?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Excellent	226	31%	202	26%	68	15%	496	25%
Good	366	50%	426	54%	243	52%	1035	52%
Fair	129	17%	132	17%	146	31%	407	20%
Poor	18	2%	25	3%	9	2%	52	3%
	739	100%	785	100%	466	100%	1990	100%

**Question 13. On average, how often do you see a doctor?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Several times a year	352	48%	451	59%	287	65%	1090	56%
Once a year	307	42%	221	29%	97	22%	625	32%
Monthly	57	8%	81	11%	54	12%	192	10%
Weekly	12	2%	13	2%	5	1%	30	2%
	728	100%	766	100%	443	100%	1937	100%

**Question 14. If less than once a year, why haven't you seen a doctor?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Not needed	110	49%	108	70%	80	86%	298	63%
Too expensive	32	14%	28	18%	7	8%	67	14%
No Insurance	54	24%	6	4%	2	2%	62	13%
Afraid (doctors, learning of disease, medical procedures)	16	7%	6	4%	3	3%	25	5%
Don't have a doctor	14	6%	5	3%	1	1%	20	4%
Other	0	0	1	1%	0	0	1	0%
	226	100%	154	100%	93	100%	473	100%

**Question 15. Do you have a major health concern?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Yes	329	46%	411	55%	256	64%	996	54%
No	386	54%	330	45%	144	36%	860	46%
	715	100%	741	100%	400	100%	1856	100%

**Question 16. Major Health Concern? If yes, check all that apply:**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
High blood pressure	189	24%	296	28%	201	29%	686	27%
Arthritis	131	16%	220	21%	174	25%	525	21%
Pain	106	13%	121	11%	93	13%	320	13%
Diabetes	109	14%	131	12%	68	10%	308	12%
Obesity	118	15%	93	9%	23	3%	234	9%
Memory	44	5%	54	5%	52	8%	150	6%
Cancer	39	5%	65	6%	37	5%	141	6%
Lung disease	21	3%	49	5%	31	4%	101	4%
Mental Health	46	6%	29	3%	12	2%	87	3%
Other:	1	0%	0	0%	0	0%	1	0%
	804	100%	1058	100%	691	100%	2553	100%

**Question 17.a. Over the past two weeks, how often have you felt: sad, depressed, or helpless?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Not at all	402	57%	447	62%	215	55%	1064	59%
Sometimes	250	35%	215	30%	144	37%	609	34%
Often	43	6%	48	7%	25	6%	116	6%
Always	14	2%	10	1%	4	1%	28	2%
	709	100%	720	100%	388	100%	1817	100%

**Question 17.b. Over the past two weeks, how often have you felt: little interest or pleasure in doing normally enjoyable activities?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Not at all Little interest	451	64%	449	64%	190	55%	1090	62%
Sometimes Little interest	194	28%	198	28%	125	36%	517	30%
Often Little interest	36	5%	43	6%	24	7%	103	6%
Always Little interest	22	3%	11	2%	4	1%	37	2%
	703	100%	701	100%	343	100%	1747	100%

**Question 17.c. Over the past two weeks, how often have you felt: anxious?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Not at all anxious	338	48%	360	51%	156	46%	854	49%
Sometimes anxious	286	41%	274	39%	148	44%	708	41%
Often anxious	63	9%	56	8%	31	9%	150	9%
Always anxious	12	2%	12	2%	5	1%	29	2%
	699	100%	702	100%	340	100%	1741	100%

**Question 17.d. Over the past two weeks, how often have you felt: relaxed?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Not at all relaxed	122	18%	92	13%	50	15%	264	15%
Sometimes relaxed	218	31%	176	25%	82	25%	476	28%
<b>Often relaxed</b>	<b>329</b>	<b>47%</b>	<b>349</b>	<b>50%</b>	<b>152</b>	<b>46%</b>	<b>830</b>	<b>48%</b>
Always relaxed	27	4%	76	11%	46	14%	149	9%
	696	100%	693	100%	330	100%	1719	100%

**Question 17.e. Over the past two weeks, how often have you felt: isolated?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
<b>Not at all isolated</b>	<b>469</b>	<b>68%</b>	<b>501</b>	<b>73%</b>	<b>208</b>	<b>65%</b>	<b>1178</b>	<b>69%</b>
Sometimes isolated	167	24%	145	21%	86	27%	398	23%
Often isolated	45	6%	30	4%	19	6%	94	6%
Always isolated	13	2%	14	2%	6	2%	33	2%
	694	100%	690	100%	319	100%	1703	100%

**Question 18. Rate the Quality of your life:**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Excellent	220	30%	218	28%	62	14%	500	26%
<b>Good</b>	<b>380</b>	<b>52%</b>	<b>420</b>	<b>54%</b>	<b>283</b>	<b>63%</b>	<b>1083</b>	<b>56%</b>
Fair	120	16%	119	15%	96	21%	335	17%
Poor	9	1%	16	2%	6	1%	31	2%
	729	100%	773	100%	447	100%	1949	100%

**Question 19. How often are you missing balanced meals?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
<b>Not missing balanced meals</b>	<b>583</b>	<b>81%</b>	<b>605</b>	<b>81%</b>	<b>379</b>	<b>87%</b>	<b>1567</b>	<b>82%</b>
Weekly	71	10%	74	10%	34	8%	179	9%
Daily	33	5%	44	6%	9	2%	86	5%
Monthly	29	4%	28	4%	15	3%	72	4%
	716	100%	751	100%	437	100%	1904	100%

**Question 20. Why are you missing meals?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
<b>Not applicable</b>	<b>286</b>	<b>70%</b>	<b>294</b>	<b>70%</b>	<b>166</b>	<b>71%</b>	<b>746</b>	<b>70%</b>
Too much effort	72	18%	73	17%	35	15%	180	17%
Cost	27	7%	30	7%	17	7%	74	7%
Don't know where to find free meals	13	3%	19	5%	5	2%	37	3%
Transportation	8	2%	6	1%	10	4%	24	2%
Other:	0	0%	0	0%	0	0%	0	0%
	406	100%	422	100%	233	100%	1061	100%

**Question 21. Have you used any of these meal services?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
None	623	91%	567	76%	294	68%	1484	80%
Meals at Senior Ctr. or congregate sites	16	2%	110	15%	91	21%	217	12%
Second Harvest Food Bank/Brown Bag	23	3%	31	4%	17	4%	71	4%
Meals on Wheels	3	0%	17	2%	24	6%	44	2%
Religious community programs	17	2%	18	2%	6	1%	41	2%
Other:	0	0%	0	0%	0	0%	0	0%
	682	100%	743	100%	432	100%	1857	100%

**Question 22.a. Rate the following in your neighborhood: Street lighting levels?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Excellent	202	28%	241	31%	126	29%	569	30%
Good	394	54%	405	53%	252	58%	1051	55%
Fair	107	15%	99	13%	49	11%	255	13%
Poor	20	3%	21	3%	10	2%	51	3%
	723	100%	766	100%	437	100%	1926	100%

**Question 22.b. Rate the following in your neighborhood: Sense of Personal Safety?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Excellent	238	33%	242	32%	110	26%	590	31%
Good	397	55%	422	56%	258	61%	1077	57%
Fair	78	11%	87	12%	45	11%	210	11%
Poor	8	1%	3	0%	11	3%	22	1%
	721	100%	754	100%	424	100%	1899	100%

**Question 22.c. Rate the following in your neighborhood: Well-maintained sidewalks?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Excellent	216	30%	195	26%	88	21%	499	26%
Good	381	53%	392	52%	222	52%	995	53%
Fair	94	13%	134	18%	99	23%	327	17%
Poor	29	4%	30	4%	15	4%	74	4%
	720	100%	751	100%	424	100%	1895	100%

**Question 22.d. Rate the following in your neighborhood: Walking distance to basic services?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Excellent	152	21%	129	17%	41	10%	322	17%
Good	305	43%	301	40%	161	39%	767	41%
Fair	175	24%	202	27%	124	30%	501	27%
Poor	83	12%	117	16%	91	22%	291	15%
	715	100%	749	100%	417	100%	1881	100%



**Question 22 x 30. Ratings by Zip Code**

**Street lighting levels**

	Excellent	Good	Fair	Poor
95051	30%	53%	12%	2%
95050	25%	54%	14%	3%
95054	34%	50%	13%	2%

**Sense of personal safety**

	Excellent	Good	Fair	Poor
95051	31%	54%	10%	1%
95050	27%	56%	11%	1%
95054	31%	52%	13%	1%

**Well maintained sidewalks**

	Excellent	Good	Fair	Poor
95051	26%	52%	15%	3%
95050	21%	50%	20%	4%
95054	39%	48%	8%	2%

**Walking distance to basic services**

	Excellent	Good	Fair	Poor
95051	17%	37%	25%	15%
95050	14%	42%	26%	12%
95054	20%	32%	24%	20%

**Question 23 x 30. Are there enough crosswalks at intersections and ramps at curbs so you can walk from home to basic services?**

ZIP Code	Responses	Yes	%
95051	1021	864	85%
95050	769	656	85%
95054	143	117	82%
Total	1933	1637	85%

**Question 24. In case of natural disaster, do you have a plan to survive in your home for the first three days without electric power, water or emergency assistance?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Yes	440	61%	470	63%	251	60%	1161	62%
No	277	39%	281	37%	167	40%	725	38%
	717	100%	751	100%	418	100%	1886	100%

**Question 25. What type of transportation do you currently use?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Car/motorcycle	682	51%	689	51%	305	37%	1676	48%
Walk	290	22%	273	20%	98	12%	661	19%
Rely on friend or relative	42	3%	80	6%	260	32%	382	11%
Bicycle	161	12%	96	7%	12	1%	269	8%
Bus	82	6%	99	7%	57	7%	238	7%
Outreach	21	2%	38	3%	52	6%	111	3%
Light Rail	44	3%	33	2%	5	1%	82	2%
Taxi	11	1%	26	2%	17	2%	54	2%
Non-profit agency	0	0%	4	0%	6	1%	10	0%
None	1	0%	1	0%	5	1%	7	0%
Other	0	0%	0	0%	0	0%	0	0%
	1334	100%	1339	100%	817	100%	3490	100%

**Question 26. If you do not currently use public transportation, what prevents you from using it? (Check all that apply.)**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Time consuming	299	30%	222	22%	77	16%	598	24%
Routes don't go where I want to go	234	24%	245	25%	104	21%	583	24%
Bus doesn't come often enough	137	14%	133	13%	53	11%	323	13%
Bus stop is too far	91	9%	126	13%	65	13%	282	11%
Physically too difficult	39	4%	79	8%	95	19%	213	9%
Cost	51	5%	46	5%	20	4%	117	5%
Safety	46	5%	42	4%	23	5%	111	4%
Lack of restroom facilities	30	3%	32	3%	18	4%	80	3%
Schedule is hard to read	35	4%	31	3%	14	3%	80	3%
Weather	26	3%	26	3%	19	4%	71	3%
Language barrier	3	0%	4	0%	4	1%	11	0%
Other	3	0%	2	0%	3	1%	8	0%
	994	100%	988	100%	495	100%	2477	100%

**Question 27. Would you use a shuttle bus service to get to locations within the City of Santa Clara?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Yes	328	47%	378	53%	228	56%	934	52%
No	367	53%	336	47%	176	44%	879	48%
	695	100%	714	100%	404	100%	1813	100%

**Question 28. What is your Age?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Valid age responses	743	37.4%	785	39.5%	461	23.2%	1989	100%
Note: Not all respondents provided a valid age response resulting in the difference between total surveys received 2087 and the total responses tabulated 1989. Percentages given are rounded to nearest whole number. Not every respondent answered every question.								

**Question 29.a. How many years have you lived in the United States? (average years)**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
U.S.	52		65		80		66	

**Question 29.b. How many years have you lived in Santa Clara? (average years)**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Santa Clara	25		38		40		34	

**Question 30. What is your ZIP Code x Question 28 (age)?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
95050	282	40%	261	35%	202	48%	745	40%
95051	364	51%	427	57%	201	48%	992	53%
95054	67	9%	61	8%	14	3%	142	8%
	713	100%	749	100%	417	100%	1879	100%

**Question 31. What is your gender?**

Male	791	40%
Female	1204	60%
Total	1995	100%

**Question 31 (gender) x Question 28 (age).**

	Young -Old		Middle Old		Oldest-Old		All Seniors	
Male	290	39%	302	39%	179	40%	771	40%
Female	447	61%	464	61%	264	60%	1175	60%
	737	100%	766	100%	443	100%	1946	100%

**Question 32 (sexual orientation) x Question 28 (gender).**

		Male	Female	Grand Total	
Young-Old	Heterosexual	169	272	441	
	Homosexual	7	8	15	
	Bisexual	2	9	11	
Middle-Old	Heterosexual	217	365	582	
	Homosexual	1	7	8	
	Bisexual	6	4	10	
Oldest-Old	Heterosexual	144	207	351	
	Homosexual	0	2	2	
	Bisexual	5	4	9	
Total Sum of Heterosexual		530	844	1374	
Total Sum of Homosexual		8	17	25	
Total Sum of Bisexual		13	17	30	
		551	878	1429	

**Question 33. How Many people live in your household?**

	Young Old		Middle-Old		Oldest-Old		All Seniors	
One	257	39%	240	33%	141	35%	638	36%
Two	277	42%	330	46%	188	46%	795	45%
Three	64	10%	71	10%	39	10%	174	10%
Four	38	6%	40	6%	27	7%	105	6%
Five	14	2%	23	3%	10	2%	47	3%
Six or More	6	1%	16	2%	3	1%	25	1%
	656	100%	720	100%	408	100%	1784	100%

**Question 34. Describe your current living situation:**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Own home	512	69%	551	69%	268	57%	1331	66%
Rent	149	20%	117	15%	34	7%	300	15%
Senior residential facility	14	2%	81	10%	145	31%	240	12%
Live with family/friends	61	8%	45	6%	14	3%	120	6%
Assisted living facility	6	1%	8	1%	12	3%	26	1%
Other	0	0%	0	0%	0	0%	0	0%
	742	100%	802	100%	473	100%	2017	100%

**Question 35. Do you plan to remain in your current residence as you age?**

	Young-Old		Middle-Old		Oldest-Old		All Seniors	
Yes	547	76%	675	90%	420	95%	1642	86%
No	173	24%	76	10%	21	5%	270	14%
	720	100%	751	100%	441	100%	1912	100%

**Question 36.a. One Person Household Income by Age Group.**

	Young-Old		Middle-Old		Oldest-Old		Total	
\$0 - \$22,300	31	5%	50	8%	50	8%	131	21%
\$22,301 - \$37,150	31	5%	94	15%	80	13%	205	33%
\$37,151 - \$59,400	35	6%	66	6%	46	7%	147	24%
\$59,401 - \$73,900	26	4%	20	4%	11	2%	57	9%
over \$73,900	45	7%	23	7%	7	1%	75	12%
	168	27%	253	41%	194	32%	615	100%

**Question 36.b. Two-Person Household Income by Age Group.**

	Young-Old		Middle-Old		Oldest-Old		Total	
\$0 - \$25,500	26	3%	43	6%	35	5%	104	14%
\$25,501 - \$42,450	37	5%	74	10%	44	6%	155	21%
\$42,451 - \$67,900	40	5%	82	11%	24	3%	146	19%
\$67,901 - \$84,400	44	6%	51	7%	11	1%	106	14%
over \$84,400	168	22%	69	9%	5	1%	242	32%
	315	42%	319	42%	119	16%	753	100%

**Question 36.c. Three-Person Household Income by Age Group.**

	Young-Old		Middle-Old		Oldest-Old		Total	
\$0 - \$28,650	15	10%	4	3%	5	3%	24	17%
\$28,651 - \$47,750	11	8%	8	6%	5	3%	24	17%
\$47,751 - \$76,400	18	13%	7	5%	3	2%	28	19%
\$76,401 - \$95,000	15	10%	7	5%	0	0%	22	15%
over \$95,000	38	26%	7	5%	1	1%	46	32%
	97	67%	33	23%	14	10%	144	100%

**Question 36.d. Four-Person Household Income by Age Group.**

	Young Old		Middle Old		Oldest Old		Total	
\$0 - \$31,850	10	10%	7	7%	0	0%	17	17%
\$31,851 - \$53,050	6	6%	6	6%	2	2%	14	14%
\$53,051 - \$84,900	14	14%	6	6%	2	2%	22	22%
\$84,901 - \$105,500	14	14%	0	0%	0	0%	14	14%
over \$105,500	30	30%	4	4%	0	0%	34	34%
	74	73%	23	23%	4	4%	101	100%

**Question 36.d. Four-Person Household Income by Age Group.**

	Young Old		Middle Old		Oldest Old		Total	
\$0 - \$31,850	10	10%	7	7%	0	0%	17	17%
\$31,851 - \$53,050	6	6%	6	6%	2	2%	14	14%
\$53,051 - \$84,900	14	14%	6	6%	2	2%	22	22%
\$84,901 - \$105,500	14	14%	0	0%	0	0%	14	14%
over \$105,500	30	30%	4	4%	0	0%	34	34%
	74	73%	23	23%	4	4%	101	100%
<b>Question 36.</b>	<b>Young Old</b>		<b>Middle Old</b>		<b>Oldest Old</b>		<b>Total</b>	
Total Responses	654		628		331		1613	

**Question 37.a. Rate your ability to pay for: Food.**

	Young-Old		Middle-Old		Oldest-Old		Total	
Very Difficult	25	4%	24	3%	9	2%	58	3%
Somewhat Difficult	85	12%	76	10%	44.5	12%	205.5	11%
Somewhat Easy	224	32%	255	35%	148.5	40%	627.5	34%
Very Easy	376	53%	382	52%	172	46%	930	51%
	710	100%	737	100%	374	100%	1821	100%

**Question 37.b. Rate your ability to pay for: Classes and Recreation.**

	Young-Old		Middle-Old		Oldest-Old		Total	
Very Difficult	77	11%	58	8%	23	7%	158	9%
Somewhat Difficult	111	16%	117	17%	47.5	15%	275.5	16%
Somewhat Easy	222	32%	236	34%	123.5	40%	581.5	34%
Very Easy	279	40%	282	41%	115	37%	676	40%
	689	100%	693	100%	309	100%	1691	100%

**Question 37.c. Rate your ability to pay for: Home Maintenance & Repairs.**

	Young-Old		Middle-Old		Oldest-Old		Total	
Very Difficult	78	11%	58	9%	30	9%	166	10%
Somewhat Difficult	154	23%	165	24%	90.5	28%	409.5	24%
Somewhat Easy	243	36%	214	32%	105.5	32%	562.5	33%
Very Easy	207	30%	241	36%	101	31%	549	33%
	682	100%	678	100%	327	100%	1687	100%

**Question 37.d. Rate your ability to pay for: Insurance.**

	Young-Old		Middle-Old		Oldest-Old		Total	
Very Difficult	74	11%	49	7%	25	7%	148	9%
Somewhat Difficult	147	21%	135	19%	72.5	21%	354.5	20%
Somewhat Easy	245	35%	243	35%	131.5	38%	619.5	36%
Very Easy	235	34%	268	39%	114	33%	617	35%
	701	100%	695	100%	343	100%	1739	100%

**Question 37.e. Rate your ability to pay for: Mortgage or Rent.**

	Young-Old		Middle-Old		Oldest-Old		Total	
Very Difficult	64	9%	35	6%	16	6%	115	7%
Somewhat Difficult	131	19%	101	17%	48.5	17%	280.5	18%
Somewhat Easy	218	32%	184	31%	103.5	37%	505.5	32%
Very Easy	270	40%	281	47%	112	40%	663	42%
	683	100%	601	100%	280	100%	1564	100%

**Question 37.f. Rate your ability to pay for: Prescription Medications.**

	Young-Old		Middle-Old		Oldest-Old		Total	
Very Difficult	59	8%	35	5%	14	4%	108	6%
Somewhat Difficult	101	14%	82	12%	63.5	17%	246.5	14%
Somewhat Easy	222	32%	265	38%	166.5	43%	653.5	37%
Very Easy	315	45%	320	46%	140	36%	775	43%
	697	100%	702	100%	384	100%	1783	100%

**Question 37.g. Rate your ability to pay for: Transportation.**

	Young-Old		Middle-Old		Oldest-Old		Total	
Very Difficult	37	5%	30	4%	15	4%	82	5%
Somewhat Difficult	120	17%	100	14%	59.5	17%	279.5	16%
Somewhat Easy	247	34%	276	38%	148.5	43%	671.5	38%
Very Easy	313	44%	312	43%	126	36%	751	42%
	717	100%	718	100%	349	100%	1784	100%

**Question 37.h. Rate your ability to pay for: Unexpected Major Expense.**

	Young-Old		Middle-Old		Oldest-Old		Total	
Very Difficult	179	25%	139	19%	78	21%	396	22%
Somewhat Difficult	195	27%	213	29%	119.5	32%	527.5	29%
Somewhat Easy	192	27%	208	29%	105.5	28%	505.5	28%
Very Easy	150	21%	164	23%	69	19%	383	21%
	716	100%	724	100%	372	100%	1812	100%

**Question 37.i. Rate your ability to pay for: Utilities.**

	Young-Old		Middle-Old		Oldest-Old		Total	
Very Difficult	27	4%	24	3%	12	3%	63	4%
Somewhat Difficult	121	17%	109	15%	64	17%	294	17%
Somewhat Easy	246	35%	268	38%	154	42%	668	38%
Very Easy	303	43%	308	43%	137	37%	748	42%
	697	100%	709	100%	366	100%	1772	100%

**Question 38. Describe your current employment status:**

	Young-Old		Middle-Old		Oldest-Old		Total	
Retired	138	17%	587	64%	419	81%	1144	51%
Work full time	328	42%	38	4%	1	0%	367	17%
Work part time	103	13%	86	9%	6	1%	195	9%
Volunteer	31	4%	92	10%	41	8%	164	7%
Looking for work	110	14%	38	4%	3	1%	149	7%
Disabled or unable to work	59	7%	49	5%	24	5%	132	6%
Do not want/need to work	21	3%	26	3%	24	5%	71	3%
	790	100%	914	100%	518	100%	2222	100%

**Question 39. In which language do you prefer to receive information?**

	Young-Old		Middle-Old		Oldest-Old		Total	
English	715	95%	755	95%	446	97%	1916	96%
Spanish	11	1%	14	2%	3	1%	28	1%
Chinese	14	2%	6	1%	7	2%	27	1%
Tagalog	5	1%	6	1%	3	1%	14	1%
Korean	3	0%	5	1%	1	0%	9	0%
Vietnamese	6	1%	4	1%	1	0%	11	1%
Other	0	0%	1	0%	0	0%	1	0%
	754	100%	791	100%	461	100%	2006	100%

**Question 40. What is the highest level of education you have completed?**

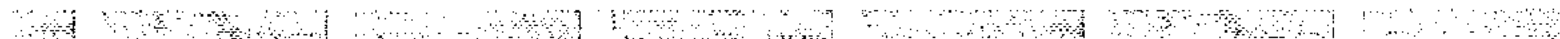
	Young-Old		Middle-Old		Oldest-Old		Total	
Elementary school	8	1.1%	12	1.5%	9	2.0%	29	1.4%
Middle school	9	1.2%	20	2.5%	16	3.5%	45	2.2%
High school	79	10.5%	152	19.2%	136	29.5%	367	18.0%
Some college	223	29.7%	276	34.9%	167	36.2%	666	32.6%
BA/BS degree	235	31.3%	172	21.8%	83	18.0%	490	24.0%
Graduate school/advanced degree	198	26.3%	186	23.5%	60	13.0%	444	21.8%
	752	100%	790	104%	461	102%	2041	100%



## **Appendix A—Collaborating Agencies (Working Group)**

(In alphabetical order)

Catholic Charities  
City of Santa Clara Parks and Recreation Department  
City of Santa Clara Police Department  
City of Santa Clara City Library  
City of Santa Clara Fire Department  
City of Santa Clara Planning Department  
City of Santa Clara Senior Advisory Commission  
County of Santa Clara Public Health Department  
County of Santa Clara Senior Nutrition Program  
Heart of the Valley Services for Seniors  
Kaiser Permanente Santa Clara  
Outreach and Escort  
San Jose State University Center for Healthy Aging in Multicultural Populations  
Santa Clara Unified School District Adult Education Program  
Santa Clara University Department of Psychology  
Second Harvest Food Bank  
University of San Francisco School of Nursing  
Valley Transportation Authority



## Appendix B—Collaborative Participant Roster

(In alphabetical order)

Name	Title	Organization
Deanna Barnett	President of Board	Heart of the Valley Services for Seniors, Inc.
Dwight Collins	Senior Advisory Commissioner	City of Santa Clara
Mary Cummins	Program Manager	Santa Clara County Department of Adult and Aging Services, Senior Nutrition Program
Glenda Cresap	Executive Director	Heart of the Valley Services for Seniors, Inc.
Mary Lou DeNatale, Ed.D.	Associate Professor of Nursing	University of San Francisco School of Nursing
Marilyn Dippell	Recreation Superintendent	City of Santa Clara Parks and Recreation Dept
Sadhna Diwan, Ph.D.	Associate Professor	San Jose State University Ctr for Healthy Aging
Wanda Hale	Ombudsman	Catholic Charities
David Hill, Ph.D.	Senior Epidemiologist	Santa Clara County Public Health Dept
Jeff Kent	Park Supervisor	City of Santa Clara Parks and Recreation Dept
Lisa Jafferles	Community & Govt Relations Mgr	Kaiser Permanente Medical Center-Santa Clara
Julia Jones	Senior Management Analyst	MTA
Kathy Martarano	Director of Educational Options	Santa Clara Unified School District
Lori Mathis	Community Programs Manager	Second Harvest Food Bank
Dawn Ngo	Care Manager	Council on Aging/ City of Santa Clara
Thuy Nguyen	Senior Outreach/Mobility Manager	Outreach
Ashlee Oh	Community Benefit & Health Mgr	Kaiser Permanente Medical Center-Santa Clara
Phil Orr	Recreation Supervisor	City of Santa Clara Parks and Recreation Dept
Jeff Pedersen	Housing & Community Svcs Div Mgr	City of Santa Clara Planning Department
Morgan Pershing	Reference Librarian II	Santa Clara City Library
Alice Pivacek	Senior Advisory Commissioner	City of Santa Clara
Glorian Quigley	Board Member	Heart of the Valley Services of Seniors, Inc.
Lindsey Sanchez	Graduate Assistant	Santa Clara University
Gabby Seagrave	Patrol Sergeant	City of Santa Clara Police Dept
Patricia M. Simone, Ph.D.	Associate Professor	Santa Clara University
Susan Stuart	Chronic Disease & Injury Prevention	Santa Clara County Public Health Dept
Jodie Sugiyama, GNP, MSN	Consultant	City of Santa Clara Parks and Recreation Dept
Paul Tatsuta	Manager	Outreach
James Teixeira	Director of Parks and Recreation	City of Santa Clara Parks and Recreation Dept
M. von Kugelgen, RN, PHN	Consultant	City of Santa Clara Parks and Recreation Dept
Augie Wiedemann	Deputy Fire Chief	City of Santa Clara Fire Dept



## Appendix C—2010 Survey



### Senior (Ages 50+) Needs Survey

City of Santa Clara  
Parks & Recreation Department  
Senior Center  
1303 Fremont Street  
Santa Clara, CA 95050  
(408) 615-3170

We want to hear your voice! Your input can help guide the future delivery of services to seniors in the City of Santa Clara.

The City Council has made it a goal to better understand the needs of Santa Clara seniors. If you or someone in your household is age 50 or older, please complete this short survey. Each senior should complete his or her own form. Additional copies can be found at the Santa Clara Senior Center, or downloaded from: [www.santaclearaca.gov/seniorneedssurvey](http://www.santaclearaca.gov/seniorneedssurvey).

When you're done, fold and seal it so the address is on the front. Please mail it back no later than Friday, July 9, 2010. Thanks!

#### 1. If you want information about services for seniors, how do you find it?

(Check all that apply.)

- ☐ Friend or relative
- ☐ Internet
- ☐ Local service organization
- ☐ Phone book
- ☐ Religious community
- ☐ Santa Clara Senior Center
- ☐ Other:

#### 2. What do you use the Internet to do? (Check all that apply.)

- ☐ Email
- ☐ Finances
- ☐ News
- ☐ Research
- ☐ Shopping
- ☐ Social Networking
- ☐ Do not use the Internet

**3. Why do you not use the Internet? (Check all that apply.)**

- ☐ Don't have a computer
- ☐ Can't afford a computer
- ☐ Don't want to pay monthly Internet access fees
- ☐ Need training or classes to learn how to use it
- ☐ Too difficult to learn
- ☐ Afraid of identity theft and security of my privacy
- ☐ Not interested in it; don't have any use for it

**4. How do you prefer to get information? (Check all that apply.)**

- ☐ Adult Education catalog
- ☐ Community Channel 15
- ☐ Inside Santa Clara (City newspaper)
- ☐ Internet or email
- ☐ Newspaper
- ☐ Television
- ☐ Utility Bill Insert (Mission City Scenes)
- ☐ Other:

**5. Do you use the Santa Clara Senior Center?**

- ☐ Yes   ☐ No

**6. If no, what prevents you from using the Senior Center? (Please check all that apply.)**

- ☐ Don't know what's offered
- ☐ Hours of operation
- ☐ Not interested
- ☐ Transportation
- ☐ Other:

**7. If you were to enroll in classes, what would appeal to you? (Please check all that apply.)**

- ☐ Community resources (services available to support me in living a full and functional life)
- ☐ Computers (Internet, email, graphic arts, research)
- ☐ Crafts and Art (woodworking, jewelry making, photography, ceramics, painting)
- ☐ Finances (saving for retirement, insurance, living a full life on less money)
- ☐ Fitness and Exercise (weight training, water exercise, tai chi, yoga, cardio, dance)
- ☐ Health Education and Nutrition (living with chronic disease, fall prevention, healthy eating)
- ☐ Housing (assisted living options, home maintenance & repair, adapting my home as I age)
- ☐ Continued learning (English as a Second Language, politics, history, poetry, creative writing, music, current events)
- ☐ Safety and Protection (identity theft, personal safety, Neighborhood Watch,

- avoiding scams)  
☐ Other:

**8. On average, how often do you:**

	Daily	Weekly	Several times/week	Monthly	Never
Exercise?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attend social activities, religious services or meetings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have contact with friends or family?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**9. For which tasks are you receiving help? (Check all that apply.)**

- ☐ Cooking  
☐ Cleaning  
☐ Laundry  
☐ Legal services  
☐ Medication  
☐ Paying bills  
☐ Personal care  
☐ Shopping  
☐ Transportation  
☐ Other:  
☐ None

**10. Who is helping you with the above tasks? (Check all that apply.)**

- ☐ City  
☐ County  
☐ Friend or relative  
☐ In Home Support Services  
☐ Not-for-profit agencies  
☐ Private pay services  
☐ Religious community  
☐ Social service agency  
☐ Other:  
☐ Not applicable

**11. If you are not receiving help, what type of help do you need? (Check all that apply.)**

- ☐ Cooking  
☐ Cleaning  
☐ Laundry  
☐ Legal services

- ☐ Medication
- ☐ Paying bills
- ☐ Personal care
- ☐ Shopping
- ☐ Taking my medication
- ☐ Transportation
- ☐ Other:
- ☐ I don't need help.

**12. Compared to other people your age, how would you rate your health?**

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor

**13. On average, how often do you see a doctor?**

- ☐ Weekly
- ☐ Monthly
- ☐ Several times a year
- ☐ Once a year

**14. If less than once a year, why haven't you seen a doctor?**

- ☐ Don't have a doctor
- ☐ Afraid (doctors, learning of disease, medical procedures)
- ☐ No insurance
- ☐ Too expensive
- ☐ Not needed
- ☐ Other:

**15. Do you have a major health concern?**

- ☐ Yes   ☐ No

**16. If yes, check all that apply:**

- ☐ Arthritis
- ☐ Cancer
- ☐ Diabetes
- ☐ High blood pressure/Heart disease
- ☐ Lung disease
- ☐ Memory
- ☐ Mental Health
- ☐ Obesity
- ☐ Pain
- ☐ Other:



**17. Over the past two weeks, how often have you felt:**

	Not at all	Sometimes	Often	Always
Sad, depressed, or helpless	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Little interest or pleasure in doing normally enjoyable activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anxious?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relaxed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Isolated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**18. Rate the quality of your life:**

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor

**19. How often are you missing balanced meals?**

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ I'm not missing balanced meals

**20. Why are you missing meals? (Check all that apply.)**

- ☐ Cost
- ☐ Don't know where to find free meals
- ☐ Too much effort
- ☐ Transportation
- ☐ Other:
- ☐ Not applicable

**21. Have you used any of these meal services? (Check all that apply.)**

- ☐ Meals at senior centers or other congregate sites
- ☐ Meals on Wheels (home delivered meals)
- ☐ Religious community programs
- ☐ Second Harvest Food Bank/Brown Bag
- ☐ Other
- ☐ None

**22. Rate the following in your neighborhood:**

	Excellent	Good	Fair	Poor
Street lighting levels?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feel a sense of personal safety?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Well-maintained sidewalks?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking distance to basic services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**23. Are there enough crosswalks at intersections and ramps at curbs so you can walk from home to basic services?**

☐ Yes ☐ No

**24. In case of natural disaster, do you have a plan to survive in your home for the first three days without electric power, water, or emergency assistance?**

☐ Yes ☐ No

**25. What type of transportation do you currently use?  
(Please check all that apply.)**

- ☐ Bicycle
- ☐ Bus
- ☐ Car/Motorcycle
- ☐ Outreach
- ☐ Rely on friend or relative
- ☐ Taxi
- ☐ Walk
- ☐ Non-profit agency
- ☐ Light Rail
- ☐ Other:
- ☐ None

**26. Do you use public transportation?**

☐ Yes ☐ No

**27. If not, what prevents you from using public transportation?  
(Please check all that apply.)**

- |  |   |
|--|---|
| <input type="checkbox"/> Cost                          | <input type="checkbox"/> Routes don't go where I want to go |
| <input type="checkbox"/> Lack of restroom facilities   | <input type="checkbox"/> Safety                             |
| <input type="checkbox"/> Language barrier              | <input type="checkbox"/> Schedule is hard to read           |
| <input type="checkbox"/> Bus stop is too far           | <input type="checkbox"/> Time consuming                     |
| <input type="checkbox"/> Physically too difficult      | <input type="checkbox"/> Weather                            |
| <input type="checkbox"/> Bus doesn't come often enough |   |
| <input type="checkbox"/> Other:                        |   |

**28. Would you use a shuttle bus service to get to locations within the City of Santa Clara (for example, Senior Center, Library, City Hall, Adult Education)?**

☐ Yes ☐ No

**29. What is your age ?**

**30. How many years have you lived in:**  
the United States? \_\_\_\_  
Santa Clara? \_\_\_\_

**31. What is your zip code?**

\_\_\_\_\_

**32. What is your gender?**

☐ Male ☐ Female

**33. What is your sexual orientation?**

☐ Heterosexual ☐ Homosexual ☐ Bisexual

**34. How many people live in your household?**

**35. Describe your current living situation:**

☐ Assisted living facility ☐ Live with family/friends  
☐ Own home ☐ Rent  
☐ Senior residential facility ☐ Other

**36. Do you plan to remain in your current residence as you age?**

☐ Yes ☐ No

**37. Based on the number of persons in your household, check the box that is closest to your gross yearly income:**

1-person house	2-person house	3-person house	4-person house
<input type="checkbox"/> \$0-\$22,300	<input type="checkbox"/> \$0-\$25,500	<input type="checkbox"/> \$0-\$28,650	<input type="checkbox"/> \$0-\$31,850
<input type="checkbox"/> \$22,301-\$37,150	<input type="checkbox"/> \$25,501-\$42,450	<input type="checkbox"/> \$28,651-\$47,750	<input type="checkbox"/> \$31,851-\$53,050
<input type="checkbox"/> \$37,151-\$59,400	<input type="checkbox"/> \$42,451-\$67,900	<input type="checkbox"/> \$47,751-\$76,400	<input type="checkbox"/> \$53,051-\$84,900
<input type="checkbox"/> \$59,401-\$73,900	<input type="checkbox"/> \$67,901-\$84,400	<input type="checkbox"/> \$76,401-\$95,000	<input type="checkbox"/> \$84,901-\$105,500
<input type="checkbox"/> over \$73,900	<input type="checkbox"/> over \$84,400	<input type="checkbox"/> over \$95,000	<input type="checkbox"/> over \$105,500
<input type="checkbox"/> There are more than four people in my household			

**38. Rate your ability to pay for the following:**

	Very Difficult	Somewhat Difficult	Somewhat Easy	Very Easy
Classes and recreational activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home maintenance and repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mortgage or Rent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescription Medications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unexpected major expense	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utilities (gas, water, phone, electricity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**39. Describe your current employment status:**

- ☐ Work full time
- ☐ Work part time
- ☐ Looking for work
- ☐ Retired
- ☐ Volunteer
- ☐ Disabled or unable to work
- ☐ Do not want/need to work

**40. In which language do you prefer to receive information?**

- ☐ English
- ☐ Spanish
- ☐ Chinese
- ☐ Tagalog
- ☐ Korean
- ☐ Vietnamese
- ☐ Other \_\_\_\_\_

**41. What is the highest level of education you have completed?**

- ☐ Elementary school
- ☐ Middle school
- ☐ High school
- ☐ Some college
- ☐ BA/BS degree
- ☐ Graduate school/advanced degree

**If you have any questions or need help with taking this survey, please contact the  
Santa Clara Senior Center, (408) 615-3170.  
Thank you for your assistance!**

## **Appendix D—Project Timeline**

June 2009:	Council adopted two year goal for FY 2009-11.
September 2009:	Department convened working group
April 2010:	Working group reviewed comparable survey tools and methods. Eight categories were developed for the survey focus questions.
June 2010:	Department developed a draft survey & created focus groups to review the survey format, content and distribution. Department finalized the survey tool and mailed to each Santa Clara residence & business. Additional sampling sites were identified and to promote participation in survey.
July-December 2010:	Surveys were returned through U.S. mail and website. Volunteers entered survey data into computer database.
January 2011:	Santa Clara University began data analysis.
March 2011:	Results presented to working group and Senior Advisory Commission.
March 2012:	Draft report prepared.
April-October 2012:	Senior Advisory Commission reviews Senior Needs Assessment with staff and develops summary recommendations.
January 2013:	Final Review of Council goals FY 2010-12.

12 11 10 9 8 7 6 5 4 3 2 1

## Appendix E—1999 Survey and Results

### City of Santa Clara Survey for Senior Citizens

Note: If you have a senior in your family, you may fill out this form on their behalf.

#### PERSONAL STATISTICS

1. Your age \_\_\_\_\_
2. Do you live alone?  
☐ Yes ☐ No
3. Do you have family members nearby?  
☐ Yes ☐ No
4. Total number and ages of seniors in your home?  
Total \_\_\_\_\_ Ages \_\_\_\_\_
5. Do you live in a retirement complex?  
☐ Yes ☐ No
6. Do you live with relatives?  
☐ Yes ☐ No

#### TRANSPORTATION

7. Do you still drive?  
☐ Yes ☐ No
8. If you do not drive, what is your current mode of transportation?  
\_\_\_\_\_
9. Is the bus system convenient for your use?  
☐ Yes ☐ No

#### COMMUNITY SERVICES

10. Which, if any, of the following community resources do you use? (check all that apply)  
☐ Public library  
☐ Senior Center  
☐ Adult education  
☐ Community center events  
☐ Resources at senior housing
- 10a. If you do not use any of the above, why?  
☐ Didn't know they existed  
☐ No available transportation  
☐ Unable to leave home due to illness  
☐ Unable to leave home as I am a full-time caregiver

#### COMMUNICATION

11. How do you obtain information about community services? (check all that apply)  
☐ Channel 8 (cable)  
☐ Santa Clara newspapers  
☐ Parks and Recreation letter  
☐ Senior bulletin  
☐ Friends and/or family  
☐ No information received  
☐ Other (please define) \_\_\_\_\_

#### INSURANCE

12. Are you covered by Medicare or Medi-CAL?  
☐ Yes ☐ No
13. Do you have additional coverage from an HMO?  
☐ Yes ☐ No
14. Do you have long term insurance?  
☐ Yes ☐ No

#### HEALTH/SOCIAL SERVICES

15. Do you exercise regularly?  
☐ Yes ☐ No
16. Do you monitor your blood pressure?  
☐ Yes ☐ No
17. Do you have family members who can help if you become ill?  
☐ Yes ☐ No
18. Have you fallen at home?  
☐ Yes ☐ No
19. Does a fear of falling concern you at this time?  
☐ Yes ☐ No
20. Could you benefit from grab bars?  
☐ Yes ☐ No
- 20a. Were you aware that the City furnishes free grab bars for qualifying homes?  
☐ Yes ☐ No
21. Which, if any, of the following community health services do you use?  
☐ Home care worker  
☐ Housekeeper  
☐ Visiting nurse
22. Are you a caregiver for an elderly person?  
☐ Yes ☐ No
- 22a. Where?  
☐ In your own home  
☐ In a care facility  
☐ In their home

- 22b. If you answered yes, are you interested in participating in a support caregiver group?  
☐ Yes ☐ No

23. Were you aware of the senior day care facilities in the area?  
☐ Yes ☐ No
24. Could you use affordable help to enable you to remain in your own home?  
☐ Yes ☐ No
25. Could you use affordable help to give you a break from the stress of caregiving?  
☐ Yes ☐ No

26. Do you know an elderly person with mental or physical problems that could benefit from independent living services?  
☐ Yes ☐ No
27. Are you interested in a discussion group dealing with problems/changes in living?  
☐ Yes ☐ No

If you are interested in any of the programs previously mentioned, please contact the Senior Center at (408) 984-3266.

#### NUTRITION

28. Are you receiving Meals on Wheels?  
☐ Yes ☐ No
29. Are you participating in the Santa Clara Nutrition Program?  
☐ Yes ☐ No
30. Do you participate in the Brown Bag Program?  
☐ Yes ☐ No
31. Were you aware of the above programs?  
☐ Yes ☐ No

If you are interested in any of the programs mentioned above, please contact the Senior Center at (408) 984-3266.

#### SAFETY

Using a scale of 1–5, with 1 = totally disagree and 5 = totally agree, please rate the following. (circle the number that applies)

32. I feel safe in my neighborhood.  
1 2 3 4 5
33. I am concerned about my personal safety in the City of Santa Clara.  
1 2 3 4 5
34. I am afraid to go out after dark, or to go to certain areas of the City.  
1 2 3 4 5
- 34a. Please list the areas of primary concern.  
\_\_\_\_\_  
\_\_\_\_\_

34. I feel threatened by the youth in our community.  
1 2 3 4 5
35. I believe our police department is doing a good job.  
1 2 3 4 5
- 35a. If you disagree, please let us know why.  
\_\_\_\_\_  
\_\_\_\_\_

**City of Santa Clara Survey for Senior Citizens  
(or Families of Seniors)**

The survey on the reverse side is for Santa Clara residents over 50 years of age, or their families. We would greatly appreciate your help in gathering this information. Your feedback is important to us as it will help us learn what the senior needs are in our community. If you need more space for your comments, please attach additional pages as needed.

If you have questions about the survey or services mentioned, please call the Santa Clara Senior Center at (408) 984-3266—they will be happy to help you.

**Please complete the survey and return to us by January 30, 1999.**

Thank you for your assistance.

Fold along dotted line, seal, and mail



**BUSINESS REPLY MAIL**

FIRST CLASS MAIL

PERMIT NO. 1698

SANTA CLARA, CA

POSTAGE WILL BE PAID BY ADDRESSEE

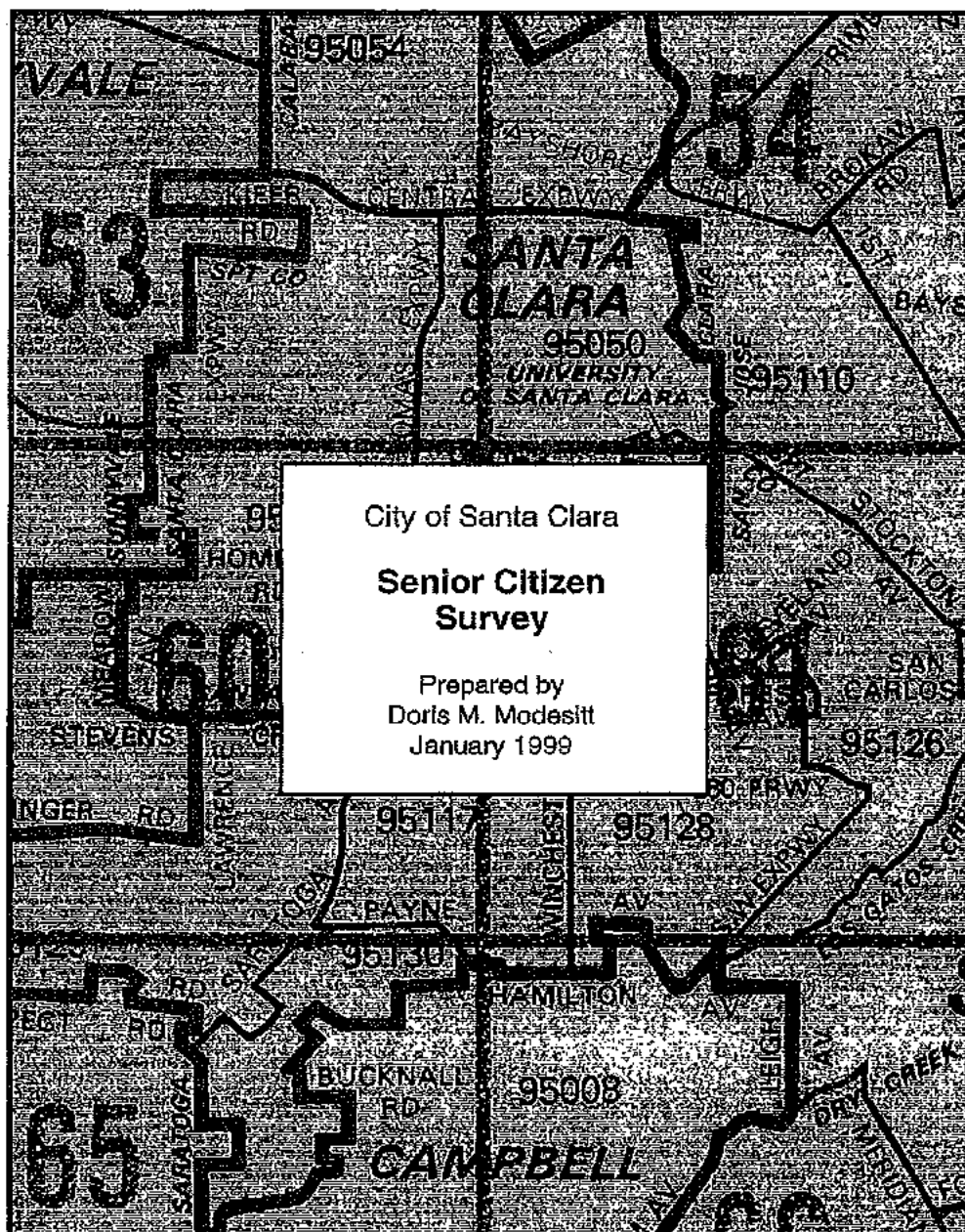
**City of Santa Clara  
Survey for Senior Citizens**  
1500 Warburton Avenue  
Santa Clara, CA 95050-9914

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



Fold along dotted line, seal, and mail





## Notes and Observations

- The survey comments are listed separately in this report. However, not too many surveys had responses in the comment sections.
- The due date was extended so that the calendars could be taken to the retirement centers.
  - Only two responses came in after the January 31 date.
  - Of the total responses, 19 live in retirement complexes.
- The age range is from 50 to 95 with the average age of 68.6. A breakdown of the ages by year is included.
- There are <sup>381</sup>~~287~~ seniors living alone.
- Of the 629 responses, 441 use the Library.
  - A common complaint is that there is too much traffic at both the Library and Swim Center.
- Being out after dark is the number one fear reported on the survey. This includes driving and walking at night, as well as fear of the youth gangs.

### Question 1: Senior Ages

Age range: 50 to 95

Average age: 68.6

Total responses: 629

Age	Subtotal	Age	Subtotal
50 .....	5	73 .....	28
51 .....	7	74 .....	26
52 .....	10	75 .....	20
53 .....	7	76 .....	22
54 .....	6	77 .....	24
55 .....	16	78 .....	19
56 .....	7	79 .....	11
57 .....	11	80 .....	10
58 .....	11	81 .....	10
59 .....	19	82 .....	10
60 .....	29	83 .....	6
61 .....	13	84 .....	2
62 .....	29	85 .....	5
63 .....	14	86 .....	5
64 .....	22	87 .....	3
65 .....	35	88 .....	1
66 .....	24	89 .....	1
67 .....	34	90 .....	2
68 .....	26	91 .....	0
69 .....	18	92 .....	2
70 .....	23	93 .....	0
71 .....	34	94 .....	1
72 .....	21	95 .....	1

## PERSONAL STATISTICS

1. Your age. \*
2. Do you live alone?  
248 Yes 381 No 0 No Response
3. Do you have family members nearby?  
484 Yes 136 No 9 No Response
4. Total number and ages of seniors in your home? \*
5. Do you live in a retirement complex?  
19 Yes 609 No 1 No Response
6. Do you live with relatives?  
100 Yes 529 No No Response

## TRANSPORTATION

7. Do you still drive?  
568 Yes 61 No No Response
8. If you do not drive, what is your current mode of transportation? \*
9. Is the bus system convenient for your use?  
258 Yes 206 No 165 No Response

## COMMUNITY SERVICES

10. Which, if any, of the following community resources do you use?  
(Check all that apply.)  
441 Public Library  
212 Senior Center  
226 Adult Education  
108 Community Center Events  
15 Resources at Senior Housing  
98 No Response
- 10a. If you do not use any of the above, why?  
35 Didn't know they existed  
17 No available transportation  
21 Unable to leave home due to illness  
10 Unable to leave home as I am a full-time caregiver  
15 No Response

## COMMUNICATION

11. How do you obtain information about community services?  
(Check all that apply.)  
240 Channel 6 (cable)  
392 Santa Clara Newspapers  
240 Parks and Recreation Letter  
153 Senior Bulletin  
183 Friends and/or Family  
42 No Information Received  
\* Other (please define)

## INSURANCE

12. Are you covered by Medicare or Medi-CAL?  
429 Yes 193 No 7 No Response
13. Do you have additional coverage from an HMO?  
471 Yes 131 No 27 No Response
14. Do you have long-term insurance?  
207 Yes 384 No 38 No Response

## HEALTH/SOCIAL SERVICES

15. Do you exercise regularly?  
426 Yes 189 No 14 No Response
16. Do you monitor your blood pressure?  
366 Yes 255 No 8 No Response
17. Do you have family members who can help if you become ill?  
480 Yes 136 No 13 No Response
18. Have you fallen at home?  
130 Yes 494 No 5 No Response
19. Does a fear of falling concern you at this time?  
151 Yes 469 No 9 No Response
20. Could you benefit from grab bars?  
234 Yes 351 No 44 No Response
- 20a. Were you aware that the City furnishes free grab bars for qualifying homes?  
73 Yes 537 No 19 No Response

21. Which, if any, of the following community health services do you use?
- 10 Home Care Worker
  - 20 Housekeeper
  - 7 Visiting Nurse
  - 592 Not Applicable
22. Are you a caregiver for an elderly person?
- 49 Yes    534 No    46 No Response
- 22a. Where?
- 32 In your own home
  - 3 In a care facility
  - 14 In their home
- 22b. If you answered yes, are you interested in participating in a support caregiver group?
- 23 Yes    22 No    4 No Response
23. Were you aware of the senior day care facilities in the area?
- 184 Yes    387 No    58 No Response
24. Could you use affordable help to enable you to remain in your own home?
- 130 Yes    371 No    128 No Response
25. Could you use affordable help to give you a break from the stress of caregiving?
- 49 Yes    362 No    218 No Response
26. Do you know an elderly person with mental or physical problems that could benefit from independent living services?
- 83 Yes    464 No    82 No Response
27. Are you interested in a discussion dealing with problems/changes in living?
- 82 Yes    462 No    85 No Response

#### NUTRITION

28. Are you receiving Meals on Wheels?
- 1 Yes    628 No    No Response
29. Are you participating in the Santa Clara Nutrition Program?
- 4 Yes    624 No    1 No Response

30. Do you participate in the Brown Bag Program?

3 Yes 625 No 1 No Response

31. Were you aware of the above programs?

312 Yes 314 No 3 No Response

#### **SAFETY**

Using a scale of 1-5, with 1 = totally disagree and  
5 = totally agree, please rate the following:

32. I feel safe in my neighborhood.

4

33. I am concerned about my personal safety in  
the City of Santa Clara.

3

34. I am afraid to go out after dark, or to go to  
certain areas of the City.

3

34a. Please list the areas of primary concern. \*\*

34b. I feel threatened by the youth in our  
community.

5

35. I believe our police department is doing a  
good job.

5

35a. If you disagree, please let us know why. \*\*

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\* Information on following pages.

\*\* See comment page.

## **Questions with Comment Responses**

**4. Of the 629 surveys returned, 337 seniors live alone.**

**8. If you do not drive, what is your mode of transportation?**

- Bus (10)
- Family (9)
- Friends (8)
- Taxi (6)
- Outreach (5)
- Walk (3)
- Chauffeur (1)

**11. How do you obtain information about community services?**

- Utility insert (18)
- San Jose Mercury (13)
- Adult education (3)
- City Calendar (6)
- Library (4)
- I would like to play ping pong (1)

**34A. I am afraid to go out after dark. What are your areas of concern?**

- Darkness
- Valley Fair (7)
- Mervyn's Shopping Mall (4)
- Agate Drive (3)
- Homeless/drinking at Central park (3)
- Monroe and El Camino (2)
- Dying Alone (2)

**35A. I believe our Police dept. does a good job. If you disagree, why?**

- Police do a good job (30)
- Too much traffic around library and swim center (7)
- Need more police patrol in neighborhood (5)
- Fire dept. Is great also (4)
- Police too free with tickets—should give more warnings (3)
- Police too hard on youth (3)
- Police not hard enough on youth (4)
- Too much noise at swim center (2)
- Youth no problem—just graffiti (2)
- Need more police—pay them more (2)
- Repaint the parking lines at Liberty Towers—too confusing where to park (2)
- Great survey and great calendar (5)





